

# Shasta County



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## Occupational Outlook 2003 and Training Directory

Your One-Stop Source for  
Local Occupational Information

2000-2001-2002

# Shasta County Occupational Outlook 2003

(2000-2002 data)

A Product of The California Cooperative Occupational Information System (CCOIS)



State of California Employment Development Department (EDD)  
Labor Market Information Division (LMID)

(On the web at: <http://www.calmis.ca.gov/>)

In Partnership With The Shasta County Private Industry Council (PIC)

(On the web at: <http://www.shastapic.com/>, <http://www.shastasmart.com/> and <http://www.norcalink.com/>)



The Private Industry Council is a proud member of  
America's Workforce Network<sup>SM</sup>

In Cooperation With California Career Resources Network (CalCRN) the State of California's  
designated representative to America's Career Resource Network (ACRN)

[Formerly known as The State of California Occupational Information Coordinating Committee (COICC)]

(On the web at: <http://www.californiacareers.info/>)

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## Overview

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Welcome to the new *Shasta County Occupational Outlook 2003 and Training Directory*. The occupational information in the Shasta County Occupational Outlook 2003 was collected through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the Labor Market Information Division (LMID) of the State of California Employment Development Department (EDD). This state/local partnership, known as the California Cooperative Occupational Information System (CCOIS), was initiated in 1986. This is Shasta County's eighth year of participation.

Training providers in Shasta County can be found in the appendix of this publication. This year, the California Training and Educational Providers list (CTEP), was prepared exclusively by EDD/LMID. The statewide CTEP list can be found at: [www.californiacareers.info](http://www.californiacareers.info)

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information to aid in career decisions and employee selection.

**You can help us** achieve our goal of improving future Occupational Outlook Reports -- Just fill out, fold, fasten and mail the post-paid and pre-addressed CCOIS User Survey Form inserted in this report. Let us know how this report can best serve YOUR business or agency's needs. The results are processed and studied by CCOIS staff.

## Key Points

- The occupational summaries in this report apply specifically to Shasta County. Each year the Shasta County Private Industry Council surveys 20 occupations. Three years of data (including 2000, 2001 and 2002) for a total of 60 reports in summarized form are included in the annual report.

- Survey data is collected each year following the receipt of the sample refinement data from the State of California EDD/LMID. Survey data is collected from employers from late April until late November or until all usable data is collected.
- The Shasta County 2003 Occupational Outlook is available electronically (along with the reports for other counties and consortiums throughout the state), at the State of California Employment Development Department/Labor Market Information website:  
[www.calmis.cahwnet.gov/htmlfile/ccois/oor.htm](http://www.calmis.cahwnet.gov/htmlfile/ccois/oor.htm)
- We have made some format changes to the occupational summaries in order to improve the overall appearance and make the summaries more easily understood.
- The supply and demand information for each occupation is gathered from employers and from the Employment Development Department. It should be noted that the information should be carefully weighed before making any training decisions. Not all occupations included may be suitable for training at this time. Conversely, omission of an occupation from the Outlook 2003 does not imply that training for the occupation is inappropriate. Shasta County's CCOIS project is limited in scope to 20 occupations each year. Different occupations are selected for study in successive years along with re-surveys of warranted occupations.

## Uses of this Report

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The purpose of this report is to provide current, local labor market information for job seekers, employers, training providers, educators, and other organizations involved in making labor market decisions. The information in the Occupational Outlook Reports can be used by a variety of organizations and individuals for many different purposes. Some possible uses are:

# Introduction

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- **Career Decisions**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy-to-read and includes employer requirements and preferences, wages and benefits, labor supply and sources of education and training.

- **Program Planning**

The Outlook 2003 provides local planners and administrators with employment data including occupational size, expected growth rates, labor supply and demand assessments, and training and experience requirements. Program planners can use this data to evaluate and improve existing programs, plan new programs and eliminate outdated programs.

- **Curriculum Design**

Training providers and workforce development professionals can assess and update their curriculum based upon current employer needs and projected occupational trends as indicated in the Outlook 2003.

- **Economic Development**

Local government agencies and economic development organizations will find the information on occupational size, expected growth rates and wages, useful in determining the potential for business growth and development in the Shasta County labor market area.

- **Program Marketing**

Economic and workforce development professionals, training providers and job placement specialists can more effectively market their programs by informing employers, students, and other job seekers that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

- **Human Resource Management**

Small business owners and large corporate human resource directors alike can use this

report to help determine competitive wages and benefits, improve recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

## **Interpreting the Occupational Summaries**

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Each occupational summary follows the same basic format as outlined below. Please note the common abbreviations, which are used throughout the publication: words per minute (wpm), years (yrs.), pounds (lbs.), plus (+), minus (-), and (&), per hour (/hr.), hours (hrs.), full-time (F/T), and part-time (P/T). Other acronym abbreviations are explained in the summary.

Note: Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## **Occupational Titles, Codes and Definitions**

**OES Occupations:** Unless otherwise indicated, the titles, definitions and codes used for the occupational summaries are from the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics. Each occupation is identified by its unique six-digit OES code number, which can be found on the page header.

**Alternate Job Titles:** Below the occupational definition is the alternate job title. These are the most commonly used job titles as reported by employers responding to our survey. At times, alternate job titles may appear to encompass other occupations; however, this is due to variation in job title usage by actual employers.

**Number of Firms Responding:** This indicates the total number of firms or employers answering core/required questions of our survey. (See the Sample CCOIS Questionnaire in the Appendix of Outlook 2003.) For the survey years 2000, 2001, and

2002, the required responses are questions 2, 4, 6, 7, 8, 9, 11, 12, and 14. The number of employers contributing data elements for the benefits tables may be less than the total number of responding firms; the actual number of contributing firms is noted when different.

**Special Surveys:** Designation as a special survey occurs when the number of employers available to survey is considerably less than the California Cooperative Occupational Information System guidelines normally acceptable minimum. An occupation's inclusion by this method is used when it exhibits strong career opportunity growth or merits observation for other compelling reasons. Such occupations are pre-cleared with LMID staff for suitability before surveying.

## **Wages and Benefits**

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### **Hourly Wages**

Wage data enables comparison of salary ranges across occupations. Our data does not represent official prevailing wages. Rather, ranges and median wages are based upon local employer surveys and contacts with labor unions. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

The minimum wage figures used for this report are \$5.75/ hour for 2000, \$6.25/ hour for 2001 and \$6.75/ hour for 2002. Extreme wages are not reported.

The survey questionnaire asks employers for wage information based on the following definitions:

- New Hires with No Experience: Wages paid to trained or untrained persons, but without prior paid experience in the occupation.
- New Hires with Some Experience: Wages paid to journey-level or experienced persons just starting at the firm.
- Three or More Years of Experience with the Firm: Wages generally paid to persons with three or more years of journey-level experience with the firm.

### **Wage Tables**

Wage tables reflect both non-union and union employers unless union employment in an occupation (as determined by a percentage of responding firms) is greater than 20% and less than 80%; then separate non-union and union wage tables are used. Non-union wages are always listed first except when union employment in an occupation exceeds 50%. When the majority of employees in an occupation are union members, the union wages are given first.

### **Benefits**

The benefits table indicates the percentage of responding employers that offer eight core employee benefits and whether the employer pays all of the cost, shares the cost, offers but doesn't pay the cost or doesn't offer the benefit to their employees. Depending upon the employer, other benefits that may be offered are summarized in narrative form beneath the table.

### **Union or Collective Bargaining**

The actual number of responding employers who indicate that their employees are unionized in the occupation (if any) is listed along with the percentage of the total number of employees in the occupation that are unionized (if any).

### **Time Base and Hours Worked**

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#### **Employment Status and Average Weekly Hours Worked**

The table shows the percentage of employees in the occupation (as reported by employers), who are full-time (40 hours per week, unless otherwise indicated), part-time, temporary or on-call, and seasonal. Hours are reported as the weighted average number of hours worked by the employees in each category.

### **Employer Requirements**

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This section indicates the minimum educational attainment, training, experience, licensing or certification requirements, and

# Introduction

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skills required by responding employers for the occupation studied.

## **Education**

Indicates by actual number of employers the minimum levels of educational attainment required by responding employers for the occupation. While minimum educational requirements are shown as employers expressed them, these educational requirements are not always essential for the performance of the job. Therefore, because the lack of education will create a barrier to employment with some employers, the employers' educational statements have been included in this report.

## **Training**

Indicates by actual number of employers the minimum levels of occupational-related training in months that are required by responding employers. In some cases employers will allow training to substitute for previous work experience, and it has been noted accordingly.

## **Experience**

Indicates by actual number of employers the minimum levels of direct occupational experience in months that are required by responding employers. In some cases employers will allow experience in related occupations to substitute for previous direct occupational experience, and it has been noted accordingly.

## **License/Certification**

Indicates if there are any licensing or certification requirements for employment in this occupation. Information regarding licensing or certification was obtained from EDD's California Labor Market Information website and from the California Professional and Business License Handbook, 6<sup>th</sup> edition, 1999.

## **Skills- Technical, Physical, Personal, and Basic**

Lists specific skills and personal traits identified as being important to gain entry into the occupation. All skills listed for an occupation were supplied through employer responses, LMID's California Occupational Guides, occupational skills-based software such as: O\*NET, and actual current local job listings from EDD's CalJOBS system.

## **Employment Trends**

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### **Supply and Demand**

Supply and demand not only refers to the difficulty that responding employers experience in hiring experienced and inexperienced workers that meet their hiring standards, it also addresses the potential employee's point of view, concerning the relative levels of existing competition or available opportunity in acquiring a job in this occupation. The degree of difficulty finding qualified applicants, the most successful recruitment methods, the annual turnover, the size of the occupation and the gender percentages based on information from the responding employers is included in this section.

### **Degree of Difficulty in Finding Applicants**

The responding employers were asked to rate (on a scale from 1 to 4) the degree of difficulty they have in finding applicants who were fully experienced and qualified, or inexperienced applicants that still meet their hiring standards. The lower the number, the easier it is to find qualified applicants. There are also other variables that may influence either the employer's ability to fill the position or an applicant's ability to fill the position; therefore, it is recommended that caution be used in interpreting the results.

The terms used to describe the results of the survey are as follows:

*Very Difficult:* Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that good opportunities exist for qualified applicants.

*Moderately Difficult:* Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

*Not Difficult:* Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

## **Recruitment Methods**

The top three ways for an employer to find new employees is listed. The responses received from the employers are listed by actual number of responses to the methods that work best to recruit qualified applicants.

## **Annual Turnover**

Indicates the percentage of employee turnover in the occupation annually as reported by responding employers. The turnover is calculated based on the total number of vacancies employers reported filling due to employees being either promoted or leaving the firm in the past 12 months, divided by the sum of the total number of employees reported in the occupation, less the number of new hires reported by employers in the last 12 months.

## **Size of Occupation**

Using occupational projections provided by the Employment Development Department, this section outlines the size of the occupation, which is an estimated range of the number of employees found in the occupation within Shasta County.

The scale used to measure occupation size varies for the three survey years and is shown in the following table:

Year	Small	Medium	Large	Very Large
2000	< 83	83-165	166- 359	360 or >
2001	< 89	89-178	179- 386	387 or >
2002	< 91	91-181	182- 394	395 or >

## **Gender**

Indicates the percentage of males and females that are employed in the occupation based on employer responses.

## **Where The Jobs Are**

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This section indicates the major employing industries based on EDD projections for Shasta County and data collected from responding employers that has been standardized using the Standard Industrial Classification Manual (the SIC Manual). Year 2002 and 2001 occupations used SIC codes from projection tables for the period 1999 through 2006 and year 2000 occupations use SIC codes from projection tables for the period 1997 through 2004. The designation “NEC” indicates industries that are “not elsewhere classified”, providing a miscellaneous category.

## **Projections**

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This section indicates the projected annual job growth rates, the number of new hires in the last year as reported by responding employers, the projected job openings (through 2006) from growth and separations, and the projected occupation growth reported by responding employers.

# Introduction

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## Annual Job Growth Rate

Indicates the expected growth rate factor for each occupation in Shasta County. This comparable change rate is calculated by dividing each occupation's seven-year period growth projection by Shasta County's overall growth projection for that same period. Year 2002 and 2001 occupations used projection tables for the period 1999 through 2006 and year 2000 occupations used from projection tables for the period 1997 through 2004. The following table shows the terms that describe the annual job growth rate for each occupation as compared to all occupations in Shasta County as a whole.

Much Faster Than Average	1.50 Times or Greater
Faster Than Average	1.10 to 1.49 Times the Average
Average	0.90 to 1.09 Times the Average
Slower Than Average	0.10 to 0.89 Times the Average
Remain Stable	-.10 to 0.09 Times the Average
Slow Decline	< -0.10 Times the Average

## Number of New Hires in the Last Year

The number of vacancies in the occupation as reported by responding employers over the last 12 months is listed in four categories: promotions, employees leaving, new positions and temporary hires.

## Projected Job Openings

Indicates the job openings based on E.D.D. projected job openings for Shasta County via growth and separations. Year 2002 and 2001 occupations use projections tables for the period 1999 to 2006 and year 2000 occupations use projections tables for the period 1997 to 2004.

**Job Openings From Growth:** estimates the number of net gains from job growth. Net gain equals new jobs created minus jobs lost.

**Job Openings From Separations:** estimates of the number of job openings expected to occur as a result of workers retiring or leaving the occupation.

**Total:** states the estimated total number of projected job openings from growth and separations.

## Employer Projected Job Growth

Projected changes in employment based on local employer responses to the question of whether they expected employment in the occupation to decline, remain stable or grow over the next 24 months.

## Other Information

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### Promotional Opportunities

Indicates by actual number of responding employers who promotes from this occupation to other positions in their firms. If promotions are possible, sample job titles based on employer responses are listed.

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## Program Methods and Procedures

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### Methods

The Shasta County Occupational Outlook 2002 is the product of a combined effort between the Private Industry Council (PIC) and the EDD Labor Market Information Division (LMID). PIC and LMID each have specific roles to make this publication possible. Essentially LMID provides the technical support, while the Private Industry Council gathers, analyzes, produces and disseminates the information to the community. This section describes the processes used in creating this product.

### Occupation Selection

PIC staff put together a preliminary list of occupations based upon:

- Occupations having a substantial employment base in Shasta County,
- Indicators that an occupation is in demand by employers or job seekers,
- Occupations clearly defined by the Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) classification systems,
- Receiving input from local training providers, client case managers, and private sector employers, and
- The anticipated needs of the personnel responsible for welfare-to-work and school-to-career initiative programs.

Annual community meetings are held with attendees representing community-based organizations, county and state government, and local businesses. The attendees review and discuss the preliminary list of occupations and participate in the final selection of the 20 occupations to be surveyed that year. The resulting list is sent to LMID for final approval, and then each occupation is defined using the appropriate OES title and code number or modified DOT code number (if applicable).

### Survey Sample Selection

After the occupations are selected and defined, an initial employer sample is generated for each occupation. LMID staff, using detailed databases

of employer information and occupational staffing patterns within industries, selects a representative sample of local employers for each of the occupations.

PIC survey staff carefully review the initial employer sample. Employers who are no longer in business or do not employ the occupation under study are deleted from the initial sample and replaced by a more appropriate employer to obtain a final refined sample of 40 employers (or as many as can be found for each occupation if less than 40). A minimum goal of 15 responding employers for each occupation is desired. However, if the sample is exhausted and fewer than 15 employers ultimately respond, a lesser number may be allowed.

### Questionnaire Development

A standard, uniform questionnaire developed by LMID is used for all occupations. The sample questionnaire that has been used for each of the three survey years is included in the Appendix.

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### Survey Procedures

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PIC uses the following survey procedures to collect CCOIS data:

- Employers in the final sample are called to verify: the company name and address, that the firm employs the occupation under study, and the name of the appropriate contact person. A description of the occupation is given and survey participation is encouraged. Some employers may choose to complete the survey over the phone at that time. Employers reporting they do not employ the occupation(s) for which they are selected are eliminated from the survey for that year. Employers refusing to participate at that time are also noted.
- Cover letters and questionnaires are mailed or faxed to employers listed in the final sample. Employers not responding to the mailing are contacted by phone and/or fax and encouraged to mail back the questionnaires, to complete them by telephone or return them by fax.



# Introduction

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- The returned questionnaires are reviewed by PIC survey staff as well as the LMID Research Analyst to monitor for accuracy and completeness. Employers are contacted to clarify inconsistencies and to complete partial responses to meet our final response goals.
- If an insufficient number of responses are obtained from the final sample, additional employers with employment in the occupation are identified from other sources and contacted.
- In addition to local employers, PIC staff also solicits information from labor unions, training providers, and temporary agencies to obtain a complete overview of the occupations studied.

## Tabulation and Results

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Private Industry Council staff enters the individual survey responses into a database and blended tabulations are produced. The data is analyzed and reviewed by both the PIC and LMID staff, and the PIC staff write the final report. The product is the Shasta County Occupational Outlook 2003, which provides occupational summaries for each job title and a listing of available Shasta County training providers. Each occupational summary provides information on: wages, benefits, levels of education, training, work experience required by employers, important skills, a local labor supply and demand assessment, employment trends and additional information. Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer. Confidential destruction of project data occurs on a rotating schedule.

## Acknowledgements

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Projects like the **Shasta County Occupational Outlook 2003** require a team effort. In order to create the best source of local labor market information, the combined resources of the following individuals, organizations and businesses made it possible. We wish to extend our thanks to:

- Shasta County business owners, managers and human resource personnel who politely explained how busy they were...then apologized for taking so long to fill out the survey.
- Local educators, career counselors, social workers and other professionals who work with the public who shared their knowledge, attended our dissemination meetings and provided guidance in the selection of this years survey occupations.
- EDD/LMID Site Analyst Joseph Perrin, (who oversees the gathering of the data and construction of the book) for providing the final review and technical assistance.
- My supervisor Jim Simpson, Deputy Director of PIC, who among a myriad of other important tasks, reads through all the CCOIS contracts and paperwork.
- EDD/LMID Labor Market Consultant Kathy Porter, who serves as our link to Sacramento with answers to labor market questions.
- Our new community coordinator, Jim Jansen, (AKA The Refrigerator, or Sunshine) who helped as needed on this and many other projects.
- PIC Information Technology Department Project Specialist Pat Valine, for technical assistance needed throughout the project.
- The publisher for their printing and assembling expertise so that we may send out the Shasta County 2003 Occupational Outlook to the required recipients all over the county and the state.

To maximize the use of this information, please feel free to contact the CCOIS Coordinator at the Private Industry Council, at: (530) 245-1570.

Marilyn S. Warmington,  
CCOIS Program Coordinator  
PIC Project Specialist  
December 4, 2002

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# **Occupational Summaries**

# Accountants and Auditors

OES Code: 211140

**Description:** Accountants and auditors examine, analyze, and interpret accounting records for the purpose of giving advise or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

**Alternative Titles:** Certified Public Accountant (CPA)

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.15-\$19.18	\$13.44
New Hires, With Some Experience	\$12.00-\$20.79	\$16.02
Three Plus Years of Experience With the Firm	\$11.00-\$28.77	\$21.49

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	56 %	38 %	0 %	6 %
Dental	44 %	19 %	0 %	38 %
Vision	38 %	19 %	0 %	44 %
Life Ins.	63 %	19 %	6 %	13 %
Sick Leave	94 %	0 %	6 %	0 %
Vacation	88 %	0 %	6 %	6 %
Retirement	38 %	25 %	6 %	31 %
Child Care	0 %	0 %	13 %	88 %

Other employee benefits that may be offered include: Company car; child care costs pre-tax; AFLAC and Cafeteria benefits.

### Union/Collective Bargaining

Yes. Of 16 responding employers: 2 report that their employees in this occupation are unionized, which represents 13% of the local workforce.

## Time Base and Hours Worked

Employment Status and Average Weekly Hours		
	% Of Employees	Hours Per Week
Full-Time	84%	40
Part-Time	12%	24
Temporary/On-Call	0%	0
Seasonal	4%	28

## Employer Requirements

### Education

Of 16 responding employers: 5 employers require at least a high school diploma or the equivalent, none will accept less. 3 require a two-year associate degree (A.A.), 8 require a four-year bachelor degree (B.A.) in Accounting, Finance, or Business Administration and none require completion of graduate study.

### Training

Of 14 responding employers: 4 accept an average of 17 months training to replace experience in the occupation and 10 do not accept training to replace experience in the occupation. Of 16 responding employers: 8 require and 4 prefer that employees have an average of 43 months of technical or vocational training in accounting, finance or business administration and 4 employers did not require technical or vocational training.

### Experience

Of 16 responding employers: 10 require and 4 prefer an average of 37 months experience in the occupation and 2 employers do not require experience in the occupation. Of 12 responding employers: 2 employers will accept an average of 30 months occupational experience using computers or preparing taxes to replace experience and 10 employers will not accept any other occupational experience.

### License/Certification

Yes, Certified Public Accountant (CPA) status is required. The Public Accountant (PA) licenses are no longer available and can only be renewed. Requirements: (1) a Bachelor's degree from a college or university that is accredited by a U.S. regional or national accrediting agency or association with a minimum of 45 semester units in accounting/auditing and business-related courses, of which at least 10 semester units must be accounting/auditing courses; (2) a Bachelor's degree from an accredited school (as described above) with a minimum of 45 semester units in accounting/auditing and business-related courses, of which at least 20 semester units must be accounting/auditing courses; (3) Pass the CLEP examination and 10 semester units of accounting subjects from a university accredited as stated above; (4) 120 semester units of study at a university accredited (as described above), with a minimum of 45 semester units in accounting/auditing and business-related courses; (5) obtain the educational equivalent (as described above) at a foreign college or university. Experience requirements: Pass CPA exam, acquire 2-4 years of accounting experience. For further information contact: The State Board of Accountancy, 2000 Evergreen Street, Suite 250, Sacramento, CA 95815-3832.

# Accountants and Auditors

16 Firms Responding Representing 67 Employees

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## Technical Skills

- Financial Planning skills
- Business math skills
- Government accounting skills
- Ability to conduct an audit
- Cost Accounting skills
- Tax Accounting skills
- Estate Planning skills
- Ability to use accounting software
- Problem solving skills
- Certified Public Accountant (CPA)
- Verbal presentation skills
- Bondable
- Ability to write effectively

## Physical Skills

- Ability to sit continuously for 2 or more hours.

## Personal or Other Skills

- Ability to work independently
- Ability to work under pressure
- Customer service skills
- Willingness to work with close supervision

## Basic Skills

- Oral communication skills
- Able to write legibly
- Able to read and follow instructions

## Computer Software Skills

- |                      |                |    |
|----------------------|----------------|----|
| ▪ Word Processing    | MS Word/Office | 13 |
| ▪ Spreadsheet        | Excel          | 15 |
| ▪ Database           | Access         | 8  |
| ▪ Desktop Publishing | Desktop Pub.   | 1  |
| ▪ Other Programs     |                | 9  |

IFAS, Auditwatch, Peachtree, MAS Accounting Software.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.09 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00).

#### Recruitment Methods

15 employers responded to this question. 11 employers fill positions through newspaper ads, 9 employers use other sources such as: business referrals or word of mouth and 8 employers use the Internet.

## Annual Turnover

Employers responding to the survey report a 9.4% annual turnover rate.

## Size of Occupation:

Large                      Range: 260 – 290 employees

## Gender:

34% Male                      66% Female

## Where The Jobs Are

---

### The major employing industries include:

- Accounting, Auditing, and Bookkeeping Firms,
- Local Government,
- Elementary and Secondary Schools,
- State Government, and
- Machinery, Equipment and Supplies.

## Projections

---

### Annual Job Growth Rate (times the average):

0.82, slower than average.

### Number of New Hires in the Last Year: 11

Promotions:	2
Employees Leaving:	4
New Positions:	3
Temporary:	2

### Projected Job Openings (1999-2006):

From Growth:	30 positions
From Separations:	30 positions
Total:	60 positions

### Employer Projected Occupation Growth (Over the next 24 months):

16 employers responded to this question. 11 employers project their employment in this occupation will remain stable; 5 project that their employment in this occupation will grow; and none expect a decline over the next 24 months.

## Other Information

---

### Promotional Opportunities

Of 16 responding employers: 11 promote from this occupation to other positions, such as:

- Account Manager,
- Senior Accountant, and
- Chief Financial Officer (CFO).

# Amusement and Recreation Attendants

OES Code: 680140

**Description:** Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

**Alternative Titles:** Dockside Attendant, Ride Operators, Casino Workers, Reservation Taker, Clerk/Cashiers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75 - \$7.00	\$6.80
New Hires, With Some Experience	\$6.75 - \$8.00	\$7.00
Three Plus Years Of Experience With the Firm	\$6.75 - \$10.00	\$8.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	6 %	25 %	0 %	50 %
Dental	6 %	6 %	6 %	63 %
Vision	6 %	6 %	0 %	69 %
Life Ins.	6 %	6 %	0 %	69 %
Sick Leave	19 %	0 %	0 %	63 %
Vacation	38 %	0 %	0 %	44 %
Retirement	6 %	13 %	0 %	63 %
Child Care	6 %	0 %	6 %	69 %

Other employee benefits that may be offered include:  
Discounts on use of the facility and equipment.

### Union/Collective Bargaining

No. Of 17 responding employers: none stated that their employees in this occupation are union members.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	53%	40
Part-Time	10%	20
Temporary/On-Call	1%	10
Seasonal	36%	32

## Employer Requirements

### Education

Of 17 responding employers: 11 employers do not require a high school diploma (high school students are employed in this occupation part-time), and 6 require at least a high school diploma or the equivalent. None of the employers requires a two-year associate degree (A.A.), a four-year bachelor degree (B.A.) or graduate study.

### Training

Of 7 responding employers: 4 will accept an average of 6 months of training to replace experience and 3 will not accept training to replace experience. Of 17 responding employers: 1 requires and 2 prefer that employees have an average of 10 months of training (usually obtaining CPR, Lifeguard or other occupation related certification) and 14 do not require training.

### Experience

Of 17 responding employers: 2 require and 5 prefer an average of 9 months experience in the occupation, while 10 employers do not require experience in the occupation. Of 7 responding employers: 6 will accept an average of 9 months of experience in customer service, cashiering, retail, or in coaching to replace experience in the occupation and 1 does not accept other occupational experience.

### License/Certification

None. Employers may request any of the following: a CPR certificate, First Aid and/or Lifesaving certification, a Ride Operator Certificate, Boat Captains License and a valid driver's license.

### Technical Skills

- Telephone answering skills
- Ability to make change
- Ability to motivate others
- Ability to work with children and adults
- Ability to operate a cash register
- Possession of a valid driver's license

# Amusement and Recreation Attendants

17 Firms Responding Representing 547 Employees

---

## Physical Skills

- Ability to stand for prolonged periods
- Ability to tolerate noise, dust and fumes
- Good health and physical stamina

## Personal or Other Skills

- Good public contact skills
- Willingness to work with close supervision
- Ability to work independently

## Basic Skills

- Oral communication skills
- Ability to write legibly
- Ability to read and follow directions
- Basic math skills

## Computer Software Skills

- Word Processing MS Word 2
- Spreadsheet skills 0
- Database skills 1
- Desktop Publishing 0
- Other Programs: 0

Basic keyboard and operation of cash register.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

#### Recruitment Methods

Of 17 responding employers: 9 fill vacant positions from current employees' referrals, 8 fill positions through the responses to newspaper ads and other methods including: word of mouth, customer referrals and asking friends or acquaintances.

#### Annual Turnover

Employers responding to the survey report a 10.6% annual turnover rate.

#### Size of Occupation:

Very Large Range: 360-590 employees

#### Gender:

46% Male 54% Female

## Where The Jobs Are

---

#### The major employing industries include:

- Amusement and recreation facilities, and
- Membership sports and recreation clubs.

## Projections

---

#### Annual Job Growth Rate (times the average):

4.56, much faster than average.

#### Number of New Hires in the Last Year: 326

Promotions: 27

Employees Leaving: 22

New Positions: 85

Temporary: 192

#### Projected Job Openings (1999-2006):

From Growth: 230 positions

From Separations: 70 positions

Total: 300 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 10 employers project their employment in this occupation will remain stable, 6 employers project their employment in this occupation will grow and 1 employer expects a decline over the next 24 months.

## Other Information

---

#### Promotional Opportunities

Of 17 responding employers: 11 promote from this occupation to other positions, such as:

- Rental Supervisor,
- Recreation Coordinator, and
- Office Manager.

# Assemblers and Fabricators – Except Machine, Electrical, Electronic and Precision

OES Code: 939560

**Description:** Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

**Alternative Titles:** Assembly Workers, Bundlers, Cabinet Makers, Door Assemblers, Finishers, Metal Fabricators, Production Associates, Production Workers, Set-Up Laborers, Shop Technicians, Truss Fabricators.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$7.28	\$6.50
New Hires, With Some Experience	\$6.00-\$9.00	\$7.14
Three Plus Years Of Experience With the Firm	\$7.00-\$12.00	\$8.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	19 %	0 %	12 %
Dental	19 %	19 %	0 %	62 %
Vision	19 %	6 %	0 %	75 %
Life Ins.	31 %	6 %	6 %	57 %
Sick Leave	56 %	6 %	0 %	38 %
Vacation	88 %	12 %	0 %	0 %
Retirement	25 %	44 %	0 %	31 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits: 401(k) retirement plans, IRA plans, profit sharing, paid holidays and 7 personal days off.

## Union/Collective Bargaining

No. Of 16 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	94%	41
Part-Time	3%	21
Temporary/On-Call	0%	0
Seasonal	3%	40

## Employer Requirements

### Education

Of 16 responding employers: 9 employers require a high school diploma or equivalent, but 7 accept less than a high school diploma. None require either a two-year or four-year degree.

### Training

Of 7 responding employers: 4 will accept an average of 5 months training to replace experience, but 3 do not accept training to replace experience. Of 16 responding employers: 3 employers require and 2 prefer that employees have an average of 6 months training, while 11 employers require no training prior to employment.

### Experience

Of 16 responding employers: 1 requires and 6 prefer an average of 12 months experience in the occupation, but 9 do not require experience. Of 7 responding employers: 3 will allow an average of 10 months experience in related fields (molding, carpentry, industrial sewing) to replace previous experience, but 4 will not accept other occupational experience.

### License/Certification

None.

### Technical Skills

- Use and knowledge of hand and power tools
- Ability to use forklift or other job equipment
- Safety knowledge of the job

### Physical Skills

- Ability to lift at least 50 pounds repeatedly
- Ability to stand, stoop, lift and walk
- Good hand and eye coordination
- Ability to work rapidly

### Personal or Other Skills

- Willingness to work with others
- Ability to work independently
- Mechanical aptitude

# Assemblers and Fabricators – Except Machine, Electrical, Electronic and Precision

16 Firms Responding Representing 254 Employees

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## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math

## Computer Software Skills

- |                      |                |   |
|----------------------|----------------|---|
| ▪ Word Processing    | Microsoft Word | 2 |
| ▪ Spreadsheet skills | Excel          | 1 |
| ▪ Database skills    | Access         | 1 |
| ▪ Desktop Publishing |                | 0 |
| ▪ Other Programs:    |                | 1 |

On-site business related programs.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.00 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.80 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 13 employers hire new employees based on current employee referrals and by accepting walk-in applicants, 8 employers hire through job orders placed with the Employment Development Department.

#### Annual Turnover

Employers responding to the survey report a 23.0% annual turnover rate.

#### Size of Occupation:

Large                      Range: 210-350 employees

#### Gender:

69% Male                31% Female

## Where The Jobs Are

---

#### The major employing industries include:

- Partitions and fixtures,
- Sawmills and planing mills,
- Miscellaneous nonmetallic mineral products,
- Millwork, plywood and structural members,
- Medical instruments and supplies,
- Motor vehicles, parts and supplies,
- Machinery, equipment and supplies,
- Motor vehicles and equipment, and
- Lumber and other building materials.

## Projections

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#### Annual Job Growth Rate (times the average):

4.19, much faster than average.

#### Number of New Hires in the Last Year: 89

Promotions:	21
Employees Leaving:	31
New Positions:	28
Temporary- On-Call:	9

#### Projected Job Openings (Through 2004):

From Growth:	140 positions
From Separations:	30 positions
Total:	170 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 10 employers project their employment in this occupation will remain stable, 5 employers project their employment in this occupation will grow and 1 employer projects that their employment in this occupation will decline over the next 24 months.

## Other Information

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#### Promotional Opportunities

Of 16 responding employers: 13 employers promote from this occupation to other positions, such as:

- Lead Worker,
- Foreperson,
- Supervisor,
- Production Manager, and
- Department Manager.



# Automotive Body and Related Repairers

OES Code: 853050

**Description:** Automotive Body and Related Repairers repair, repaint and refinish automotive vehicle bodies, straighten vehicle frames and replace damaged vehicle glass.

**Alternative Titles:** Auto Body Tech., Paint Tech., Collision Tech., Body Repair Technicians.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75 - \$8.50	\$7.50
New Hires, With Some Experience	\$8.00 - \$18.00	\$11.00
Three Plus Years Of Experience With the Firm	\$10.00 - \$25.00	\$18.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	40 %	27 %	0 %	33 %
Dental	7 %	20 %	0 %	73 %
Vision	0 %	20 %	0 %	80 %
Life Ins.	20 %	7 %	0 %	73 %
Sick Leave	13 %	0 %	0 %	87 %
Vacation	47 %	7 %	0 %	47 %
Retirement	13 %	7 %	7 %	73 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits: Some employers offer bonuses based upon the work done and some offer AFLAC accident insurance.

## Union/Collective Bargaining

No. Of 15 responding employers: none that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours per Week
Full-Time	99%	41
Part-Time	1%	25
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 8 do not require a high school diploma and 7 require at least a high school diploma or the equivalent. None of the employers requires a two-year associate degree (A.A.), a four-year bachelor degree (B.A./B.S.) or graduate studies.

### Training

Of 14 responding employers: 5 employees will accept an average of 7 months training to replace experience and 9 will not accept training to replace experience in the occupation. Of 15 responding employers: 7 require and 6 prefer employees to have an average of 14 months of vocational training in auto body repair techniques and 2 do not require vocational training.

### Experience

Of 15 responding employers: 11 require and 3 prefer an average of 30 months of occupational experience, but 1 employer does not require experience. Of 14 responding employers: 2 will accept an average of 24 months experience in auto mechanics to replace experience in body repair, while 12 will not accept other occupational experience.

### License/Certification

The state does not require certification in this occupation, however certificates and training can be obtained from the following organizations: The National Institute of Automotive Service Excellence (ASE) offers a recognized standard of achievement training program with certification. The requirements include: taking and passing a series of four exams available twice a year, and having 2 years of hands-on work experience. The Inter-Industry Conference on Auto Collision Repair (I-CAR) program is an independent not-for-profit technical training program that focuses on helping the industry achieve a high level of technical training. The National Auto Glass Specifications (NAGS) provides professional training in auto glass replacement. Due to advances in technology of auto components and design, training is important. Repairers should stay up-to-date on new materials and techniques by reading technical manuals, attending seminars and taking classes, sometimes given by the suppliers or manufacturers.

# Automotive Body and Related Repairers

15 Firms Responding Representing 99 Employees

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## Technical Skills

- Knowledge of vehicle construction
- Knowledge of repair techniques for all vehicles
- Understanding of metric measurements
- Skill in working with fiberglass
- Welding skills
- Ability to operate power hand tools
- Ability to install vehicle glass
- Knowledge of proper repair compounds
- Ability to apply various painting techniques

## Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand and walk
- Ability to lift at least 70 lbs. repeatedly

## Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work with close supervision
- Ability to work independently
- Awareness of safety procedures

## Basic Skills

- Oral Communication skills
- Ability to read and follow directions
- Basic math skills
- Customer service

## Computer Software Skills

- Word Processing (Keyboard skills) 3
- Spreadsheet 0
- Database 0
- Desktop Publishing 0
- Other: 6

Auto body repair estimate programs, GlassQuote, Body Measuring Program.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.55 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00)

#### Recruitment Methods

Of 15 responding employers: 11 employers fill vacant positions with walk-in applicants, 9 employers use networking and word of mouth to find qualified employees, and 8 find new employees based on current employees' referrals.

## Annual Turnover

Employers responding to the survey report a 26.2% annual turnover rate.

## Size of Occupation

Medium                      Range: 110-120 employees

## Gender:

97% Male                      3% Female

## Where The Jobs Are

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### The major employing industries include:

- Automotive collision or body repair shops, and
- New and used car dealers.

## Projections

---

### Annual Job Growth Rate (times the average):

0.65, slower than average.

### Number of New Hires in the Last Year: 37

Promotions: 4

Employees Leaving: 18

New Positions: 15

Temporary: 0

### Projected Job Openings (1999-2006):

From Growth: 10 positions

From Separations: 20 positions

Total: 30 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 6 employers project that their employment in this occupation will remain stable, 9 employers project their employment in this occupation will grow and none of the employers expects a decline in the occupation over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 9 promote from this occupation to other positions, such as:

- Journeyman Technician,
- Estimator, and
- Shop Manager.

# Automotive Mechanics

OES Code: 853020

**Description:** Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front End Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

**Alternative Titles:** Alignment Specialists, Automotive Technicians, Brake Specialists, Installers, Parts Mechanics, Re-Builders, Remove and Replace Installers, Technicians.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.00-\$8.75	\$ 8.00
New Hires, With Some Experience	\$6.50-\$20.00	\$11.99
Three Plus Years Of Experience With the Firm	\$7.75-\$20.00	\$15.00

Benefits	Full-time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Shared Cost
Medical	60 %	27 %	0 %	7 %
Dental	40 %	20 %	0 %	7 %
Vision	20 %	7 %	0 %	7 %
Life Ins.	27 %	20 %	0 %	7 %
Sick Leave	53 %	0 %	7 %	0 %
Vacation	87 %	0 %	13 %	0 %
Retirement	47 %	20 %	7 %	7 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include:  
401(k) retirement plans.

## Union/Collective Bargaining

Yes. Of 15 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 1% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	93%	40
Part-Time	7%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 9 employers require at least a high school diploma or the equivalent, 5 will accept less than a high school diploma and 1 employer requires a two-year associate degree.

### Training

Of 15 responding employers: 7 employers require and 4 prefer that employees have an average of 15 months technical or vocational training prior to employment and 4 do not require training. Of 14 responding employers: 6 employers will allow an average of 13 months training to replace work experience, while 8 will not allow training to replace experience.

### Experience

Of 15 responding employers: 12 employers require and 2 prefer an average of 22 months experience in this occupation, but one does not require experience. Of 13 responding employers: 1 allows an average of 6 months experience in related fields (auto lube, repair person) to substitute for previous experience, while 12 will not accept any another occupational experience.

### License/Certification

Employees in this occupation who inspect, test and repair vehicle emissions control systems in accordance with the Smog Check program are required to have an Inspection/Maintenance Qualified Smog Check Technician License from the Bureau of Automotive Repair (State of California Department of Consumers Affairs). To obtain this license, applicants must pass an examination, complete required training and/or have qualifying experience, have ASE certification and update their training as required.

### Technical Skills

- Knowledge of repairs for all vehicles
- Ability to use Auto Diagnostic Computerized System
- Able to determine the appropriate repair methods
- Knowledge and ability to use hand and power tools

# Automotive Mechanics

15 Firms Responding Representing 138 Employees

---

## Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand, and walk during shift hours

## Personal or Other Skills

- Able to work independently
- Able to work with close supervision
- Ability to work under pressure
- Able to perform precision work
- Knowledge of safety procedures
- Customer service

## Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math skills

## Computer Software Skills

- |                      |         |   |
|----------------------|---------|---|
| ▪ Word Processing    | MS Word | 1 |
| ▪ Spreadsheet Skills |         | 0 |
| ▪ Database Skills    |         | 0 |
| ▪ Desktop Publishing |         | 0 |
| ▪ Other Programs:    |         | 5 |

Computer Diagnostic Systems and Testing Equipment.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.92 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4.00).

#### Most Successful Recruitment Methods

Of 15 responding employers: 14 hire new employees based on current employee referrals, 11 employers hire staff by accepting walk-in applicants and 6 employers hire based on the response to newspaper advertisements.

#### Annual Turnover

Employers responding to the survey reported a 27.9% annual turnover rate.

#### Size of Occupation:

Very Large                      Range: 460-520 employees

#### Gender:

100% Male                      0% Female

## Where The Jobs Are

---

### The major employing industries include:

- Automotive repair shops,
- New and used car dealers, and
- Automotive and home supply stores.

## Projections

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### Annual Job Growth Rate (times the average):

0.82, slower than average.

### Number of New Hires in the Last Year: 45

Promotions:	2
Employees Leaving:	34
New Positions:	9
Temporary:	0

### Projected Job Openings (Through 2004):

From Growth:	60 positions
From Separations:	80 positions
Total:	140 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 12 project that their employment in this occupation will remain stable, 3 employers project their employment will grow and none expect a decline in the occupation over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 8 promote from this occupation to other positions, such as:

- Advanced Technician,
- Assistant Service Manager, and
- Service Advisor.

# Bakers – Bread and Pastry

OES Code: 650210

**Description:** Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

**Alternative Titles:** Dessert Baker, Head Baker, Baker Assistants, Apprentice Baker.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$9.25	\$6.75
New Hires, With Some Experience	\$6.25-\$9.50	\$7.25
Three Plus Years Of Experience With the Firm	\$7.50-\$13.50	\$10.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	7 %	33 %	7 %	13 %
Dental	7 %	27 %	7 %	7 %
Vision	13 %	20 %	7 %	7 %
Life Ins.	7 %	27 %	0 %	7 %
Sick Leave	27 %	7 %	13 %	0 %
Vacation	33 %	7 %	13 %	0 %
Retirement	20 %	13 %	7 %	13 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits: 401(k) retirement plans.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 7% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	35%	40
Part-Time	65%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 9 require at least a high school diploma or the equivalent, 6 employers do not require a high school diploma and none of the employers require a two- or four- year degree.

### Training

Of 10 responding employers: 5 employers will accept an average of 11 months of training to replace experience, but 5 do not accept training to replace experience. Of 15 responding employers: 2 employers prefer that employees have an average of 14 months of vocational training prior to employment, while 13 do not require any vocational training.

### Experience

Of 15 responding employers: 5 employers require and 5 employers prefer an average of 17 months experience in this occupation, but 5 employers do not require experience in this occupation. Of 10 responding employers: 6 employers will accept an average of 15 months experience in related fields to replace occupational experience and 4 employers will not accept experience in unrelated occupations.

### License/Certification

None

### Technical Skills

- Mastery of baking equipment
- Pastry making and
- Pastry decorating

### Physical Skills

- Pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 25 pounds repeatedly

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

# Bakers – Bread and Pastry

## 15 Firms Responding Representing 86 Employees

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### Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral Communication
- Basic math

### Computer Skills

- |                      |       |
|----------------------|-------|
| ▪ Word Processing    | 0     |
| ▪ Spreadsheet skills | 0     |
| ▪ Database           | 0     |
| ▪ Desktop Publishing | 0     |
| ▪ Other Programs:    | N/A 0 |

### Employment Trends

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#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.6 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 10 employers hire through walk-in applicants or responses to a help-wanted poster, 9 hire new staff through newspaper ads and 6 hire new employees based on in-house promotions, transfers or through employee referrals.

#### Annual Turnover

Employers responding to the survey report an 11.7% annual turnover rate.

#### Size of Occupation:

Medium                      Range: 130 – 140 employees

#### Gender:

41 % Male                      59 % Female

### Where The Jobs Are

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#### The major employing industries include:

- Grocery Stores, and
- Eating and Drinking Places.

### Projections

---

#### Annual Job Growth Rate (times the average):

0.55, slower than average.

#### Number of New Hires in the Last Year: 18

Promotions:	0
Employees Leaving:	9
New Positions:	9
Temporary:	0

#### Projected Job Openings (1999-2006):

From Growth:	10 positions
From Separations:	30 positions
Total:	40 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 9 employers project their employment in this occupation will remain stable, 6 employers project their employment in this occupation will grow and none of the employers projects a decline over the next 24 months.

### Other Information

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#### Promotional Opportunities

Of 15 responding employers: 11 promote from this occupation to other positions, such as:

- Bakery Manager,
- Kitchen Manager, and
- Supervisor.

# Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

OES Code: 553380

**Description:** Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

**Alternative Titles:** Accounting Specialists, Bookkeeper, Accounting Clerk, Revenue Auditors.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$9.25	\$8.00
New Hires, With Some Experience	\$7.00-\$13.69	\$9.06
Three Plus Years Of Experience With the Firm	\$8.00-\$16.00	\$12.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	33 %	0 %	0 %
Dental	27 %	13 %	7 %	40 %
Vision	13 %	13 %	7 %	53 %
Life Ins.	73 %	7 %	0 %	7 %
Sick Leave	67 %	0 %	0 %	20 %
Vacation	80 %	0 %	0 %	7 %
Retirement	53 %	13 %	7 %	13 %
Child Care	7 %	0 %	7 %	73 %

Other employee benefits: Cafeteria plan, employer may pay for continuing education.

## Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	81%	40
Part-Time	19%	35
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 12 require a high school diploma or the equivalent, 1 does not require a high school diploma, 2 require a two- year degree and none of the employers require a four-year degree.

### Training

Of 14 responding employers: 5 employers will accept an average of 10 months of training to replace experience in the occupation and 9 employers do not accept training to replace experience. Of 15 responding employers: 6 employers require and 2 employers prefer an average of 12 months vocational training and 7 employers do not require vocational training prior to employment.

### Experience

Of 15 responding employers: 11 employers require and 3 employers prefer an average of 15 months experience in this occupation, but 1 employer does not require experience in the occupation. Of 15 responding employers: 6 employers will accept an average of 13 months experience in related fields (banking or sales) to replace experience in the occupation, but 7 employers are unable to accept unrelated occupational experience.

### License/Certification

None.

### Technical Skills

- Accounting
- Ability to conduct an audit
- Bookkeeping
- Ability to operate 10-key by touch
- Payroll processing
- Bondable
- Ability to use spreadsheet software
- Ability to use database software
- Telephone answering
- Ability to write effectively

# Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

15 Firms Responding Representing 53 Employees

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## Physical Skills

- Ability to sit continuously for 2 or more hours

## Personal or Other Skills

- Willingness to work under close supervision
- Ability to work independently
- Ability to perform routine, repetitive work
- Ability to pay attention to detail
- Public contact

## Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication

## Computer Skills

- Word Processing MS Word 14
- Spreadsheet skills MS Excel 14
- Database 4
- Desktop Publishing 0
- Other Programs: 4

Skills in: Bookkeeping Pro.

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## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.9 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4.00).

### Recruitment Methods

Of 15 responding employers: 12 employers hire new employees based on newspaper ads or employee referrals and 7 hire new employees through walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 26% annual turnover rate.

### Size of Occupation:

Very Large Range: 1210 – 1240 employees

### Gender:

2% Male 98% Female

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## Where The Jobs Are

### The major employing industries include:

- Elementary and Secondary Schools,
- Residential Building Construction, and
- Accounting, Auditing and Bookkeeping.

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## Projections

### Annual Job Growth Rate (times the average):

0.18, slower than average.

### Number of New Hires in the Last Year: 20

Promotions: 6

Employees Leaving: 7

New Positions: 3

Temporary: 4

### Projected Job Openings (1999-2006):

From Growth: 30 positions

From Separations: 160 positions

Total: 190 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 14 employers project their employment in this occupation will remain stable, 1 employer projects growth and none of the responding employers expects their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

Of 15 responding employers: 6 promote from this occupation to other positions, such as:

- Head Bookkeeper,
- Department Supervisor, and
- Senior Accounting Specialist



# Bus Drivers - School

OES Code: 971110

**Description:** School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

**Alternative Titles:** Motor Pool Drivers, School Bus Drivers.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$8.91-\$10.88	\$ 9.43
New Hires, With Some Experience	\$9.21-\$11.37	\$10.31
Three Plus Years Of Experience With the Firm	\$9.21-\$13.70	\$11.84

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$ 9.73-\$9.73	\$ 9.73
New Hires, With Some Experience	\$10.22-\$10.89	\$10.59
Three Plus Years Of Experience With the Firm	\$10.69-\$13.02	\$12.39

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	12 %	0 %	0 %
Dental	59 %	6 %	0 %	0 %
Vision	59 %	6 %	0 %	0 %
Life Ins.	35 %	6 %	6 %	18 %
Sick Leave	59 %	6 %	0 %	0 %
Vacation	53 %	6 %	0 %	6 %
Retirement	12 %	53 %	0 %	0 %
Child Care	0 %	0 %	0 %	65 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	41 %	41 %	0 %	6 %
Dental	41 %	41 %	0 %	6 %
Vision	41 %	41 %	0 %	6 %
Life Ins.	35 %	18 %	6 %	29 %
Sick Leave	59 %	6 %	0 %	24 %
Vacation	41 %	0 %	0 %	47 %
Retirement	18 %	41 %	6 %	24 %
Child Care	0 %	0 %	0 %	88 %

Other employee benefits: income protection plan and PERS retirement plan.

### Union/Collective Bargaining

Yes. Of 17 responding employers: 13 report that their employees in this occupation are unionized, representing 76% of the workforce.

## Time Base and Hours Worked

	Employment Status and Average Weekly Hours	
	% Of Employees Surveyed	Hours Per Week
Full-Time	55%	39
Part-Time	30%	24
Temporary/On-Call	6%	14
Seasonal	10%	24

## Employer Requirements

### Education

Of 17 responding employers: 16 require at least a high school diploma or the equivalent, but 1 will accept less than a high school diploma. None of the employers require a two-year or a four-year degree.

### Training

Of 12 responding employers: 3 will accept an average of 8 months training to replace work experience, while 9 employers do not accept training to replace experience. Of 17 responding employers: 13 require employees have an average of 2 months of vocational training prior to employment, while 4 do not require vocational training.

### Experience

Of 17 responding employers: 6 require and 6 prefer an average of 8 months experience in the occupation. Of 12 responding employers: 2 will accept an average of 12 months experience in related fields (truck or delivery driver, other bus driving) to replace previous experience, while 10 will not accept other occupational experience.

### License/Certification

Employees are required to obtain a commercial driving license from the Department of Motor Vehicles. The process involves a medical exam and tests of vision, knowledge of the law and driving performance. Employees are also required to have Cardiopulmonary Resuscitation (CPR) and first aid certification.

### Technical Skills

- First aid certification
- Knowledge of minor equipment repair

### Physical Skills

- Able to drive a bus and manage manual shifting

# Bus Drivers - School

## 17 Firms Representing 125 Employees

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### Personal or Other Skills

- Good communication skills
- Ability to manage large groups of children
- Ability to work under pressure
- Ability to handle emergency situations
- Knowledge of safety procedures

### Basic Skills

- Ability to listen
- Good visual senses
- Ability to read and follow directions
- Ability to write legibly
- Ability to think and react logically

### Computer Software Skills

- |                      |        |
|----------------------|--------|
| ▪ Word Processing    | 0      |
| ▪ Spreadsheet skills | 0      |
| ▪ Database skills    | 0      |
| ▪ Desktop Publishing | 0      |
| ▪ Other Programs:    | None 0 |

### Employment Trends

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#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.67 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.30 on a scale of 4.00).

#### Recruitment Methods

Of 17 responding employers: 14 employers hire new employees based on the response to newspaper ads, 11 employers hire based on current employees' referrals and 9 employers hire through in-house promotions and transfers.

#### Annual Turnover

Employers responding to the survey report a 10.6% annual turnover rate.

#### Size of Occupation:

Large                      Range: 260-270 employees

#### Gender:

40% Male                      60% Female

### Where The Jobs Are

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#### The major employing industries include:

- Elementary and secondary schools.

### Projections

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#### Annual Job Growth Rate (times the average):

0.24, slower than average.

#### Number of New Hires in the Last Year: 16

Promotions: 4

Employees Leaving: 9

New Positions: 2

Temporary: 1

#### Projected Job Openings (Through 2004):

From Growth: 10 positions

From Separations: 30 positions

Total: 40 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 15 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation to grow and none expect a decline in the occupation over the next 24 months.

### Other Information

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#### Promotional Opportunities

Of 17 responding employers: 8 employers promote from this occupation to other positions, such as:

- Lead Bus Driver,
- Mechanic, and
- Transportation Supervisor.

# Carpenters

OES Code: 871020

**Description:** Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters.

**Alternative Titles:** Journeyman Carpenter, Framers, Finish Carpenter.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$22.10-\$22.10	\$22.10
New Hires, With Some Experience	\$13.61-\$27.43	\$19.58
Three Plus Years Of Experience With the Firm	\$17.38-\$27.43	\$20.86

Note: Union wages reflect contracts with three different unions. Only a few of the responding employers are unionized, resulting in the abnormal wage range above.

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$8.00-\$12.67	\$10.00
New Hires, With Some Experience	\$9.00-\$16.00	\$13.31
Three Plus Years Of Experience With the Firm	\$11.00-\$25.00	\$17.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	41%	18 %	0 %	41 %
Dental	18 %	12 %	0 %	71 %
Vision	24 %	12 %	0 %	65 %
Life Ins.	29 %	0 %	0 %	71 %
Sick Leave	24 %	0 %	0 %	76 %
Vacation	59 %	0 %	0 %	41 %
Retirement	29 %	12 %	6 %	53 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: Annuity plan.

### Union/Collective Bargaining

Yes. Of 17 responding employers: 4 report that their employees in this occupation are unionized, representing 27% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	76%	40
Part-Time	1 %	20
Temporary/On-Call	0%	0
Seasonal	23%	40

## Employer Requirements

### Education

Of 17 responding employers: 10 require at least a high school diploma or the equivalent, but 7 will accept less than a high school diploma. None require a two- or four-year degree or graduate studies.

### Training

Of 16 responding employers: 5 will accept an average of 13 months training to replace experience, while 11 will not accept training to replace experience in the occupation. Of 17 responding employers: 9 require and 2 prefer employees to have an average of 38 months of technical or vocational training, but 6 do not require vocational training.

### Experience

Of 17 responding employers: 12 require and 4 prefer an average of 34 months experience in the occupation, but 1 does not require occupational experience prior to hire. Of 15 responding employers: none will accept experience in another occupation to replace experience in carpentry.

### License/Certification

Licensing is not required for this occupation, but employers prefer that employees have the skills to perform a variety of tasks. The skills needed are usually obtained through a 3- to 5- year carpentry apprenticeship. Training programs are administered by local joint union- management committees of the United Brotherhood of Carpenters and Joiners of America or alternatively by local chapters of the Associated Builders and Contractors and Associated General Contractors, Inc. The program emphasizes on-the-job experience with supplemental classroom coursework in the many facets of the trade.

# Carpenters

17 Firms Responding Representing 114 Employees

## Technical Skills

- Cost estimating skills
- Ability to use drafting tools
- Ability to read blueprints
- Shop Math skills
- Rough carpentry skills
- Drywall installation and repair skills
- Finish carpentry skills

## Physical Skills

- Ability to climb high places
- Ability to lift 50 lbs. repeatedly
- Ability to perform strenuous physical work
- Possession of agility and coordination

## Personal or Other Skills

- Possession of a reliable vehicle
- Willingness to work under close supervision
- Ability to work independently
- Possession of a good DMV driving record
- Ability to provide own hand tools

## Basic Skills

- Oral communication skills
- Ability to read and follow instructions
- Ability to write legibly

## Computer Software Skills

- |                      |   |
|----------------------|---|
| ▪ Word Processing    | 0 |
| ▪ Spreadsheet        | 0 |
| ▪ Database           | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other:             | 1 |

Note: Employers mentioned that basic keyboarding skills as well as familiarity with Auto CAD are a definite asset.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.92 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

#### Recruitment Methods

Of 17 responding employers: 12 employers fill positions using other sources including: word of mouth, and community networking, 11 employers take applications from walk-in applicants and 10 find employees through current employee referrals.

## Annual Turnover

Employers responding to the survey report a 10.8% annual turnover rate.

## Size of Occupation:

Large                      Range: 240-280 employees

## Gender:

99% Male                      1% Female

## Where The Jobs Are

### The major employing industries include:

- Carpentry and Floor Work,
- Non-Residential Building Construction,
- Residential Building Construction and
- Contractors Specializing in Concrete Work.

## Projections

### Annual Job Growth Rate (times the average):

1.19, faster than average growth.

### Number of New Hires in the Last Year:      44

Promotions:	2
Employees Leaving:	9
New Positions:	12
Temporary:	21

### Projected Job Openings (1999-2006):

From Growth:	40 positions
From Separations:	50 positions
Total:	90 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 9 employers project that their employment in this occupation will remain stable, 8 employers project growth and none of the employers project their employment in this occupation will decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 17 responding employers: 10 promote from this occupation to other positions such as:

- Foreman,
- Project Manager, and
- Superintendent.

# Cashiers

OES Code: 490230

**Description:** Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

**Alternative Titles:** Checkers, Counter Sales Representatives, Register Operators, Sales Associates, Selling Agents, Selling Specialists, Service Clerks.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$8.25	\$6.25
New Hires, With Some Experience	\$5.75-\$8.00	\$6.50
Three Plus Years Of Experience With the Firm	\$6.00-\$9.00	\$7.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	21 %	26 %	0 %	37 %
Dental	16 %	26 %	0 %	42 %
Vision	11 %	16 %	0 %	58 %
Life Ins.	16 %	11 %	16 %	42 %
Sick Leave	42 %	0 %	0 %	42 %
Vacation	53 %	5 %	0 %	26 %
Retirement	11 %	32 %	5 %	37 %
Child Care	0 %	0 %	5 %	79 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	16 %	0 %	58 %
Dental	11 %	11 %	0 %	63 %
Vision	11 %	5 %	0 %	68 %
Life Ins.	11 %	0 %	0 %	74 %
Sick Leave	16 %	0 %	0 %	68 %
Vacation	26 %	0 %	0 %	58 %
Retirement	11 %	16 %	0 %	58 %
Child Care	0 %	0 %	5 %	79 %

Other employee benefits that may be offered include: 401(k) retirement plans, profit sharing; paid holidays; and benefits after 1 year of employment.

### Union/Collective Bargaining

No. Of 19 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (Under 35 hours)	6%	32
Full-Time (Over 35 hours)	57%	38
Part-Time	31%	21
Temporary/On-Call	6%	20
Seasonal	0%	0

## Employer Requirements

### Education

Of 19 responding employers: 13 require a high school diploma or the equivalent, but 6 employers will accept less than a high school diploma. None of the employers requires a two- or four-year degree.

### Training

Of 10 responding employers: 6 will accept an average of 4 months of training to replace work experience and 4 do not accept training to replace experience. Of 19 responding employers: 1 requires and 1 prefers that employees have an average of 5 months of vocational training prior to employment, while 17 do not require employees to have vocational training.

### Experience

Of 19 responding employers: 9 employers do not require previous experience in the occupation, but 2 employers require and 8 employers prefer an average of 7 months experience in the occupation. Of 10 responding employers: 6 accept an average of 5 months experience in related fields (customer service, fast food, retail clerk) to replace experience, but 4 do not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Ability to operate cash registers and make change
- Ability to balance the cash drawer
- Money management skills
- Knowledge of merchandise

### Physical Skills

- Ability to stand, stoop, walk, climb up to 2 hours at a time
- Ability to lift heavy objects

### Personal or Other Skills

- Ability to work independently
- Ability to work with close supervision
- Ability to work under pressure
- Organizational skills
- Customer service
- Meet employers' grooming standards
- Dependable, reliable and honest

### Basic Skills

- Ability to read and follow directions and instructions
- Ability to write legibly
- Basic math

### Computer Software Skills

- |                   |          |   |
|-------------------|----------|---|
| ▪ Word Processing | MS Word  | 2 |
| ▪ Spreadsheet     | MS Excel | 1 |
| ▪ Database        |          | 0 |
| ▪ Desktop Pub.    |          | 0 |
| ▪ Other Programs: |          | 3 |

Basic keystroke ability on Scanner Register, Electronic Register, or on-site system.

### Employment Trends

#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.18 on a scale of 4.00).

#### Recruitment Methods

Of 19 responding employers: 16 hire new employees by accepting walk-in applicants, 12 employers hire based on the response to newspaper advertisements and 10 employers hire based on current employee referrals.

#### Annual Turnover Rate

Employers responding to the survey report a 30.2% annual turnover rate.

#### Size of Occupation:

Very Large                      Range: 1730-2040 employees

#### Gender:

23% Male                      77% Female

### Where The Jobs Are

#### The major employing industries include:

- Grocery stores,
- Gasoline service stations,
- Department stores,
- Drug stores and proprietary stores,
- Eating and drinking places, and
- Miscellaneous amusement and recreations services.

### Projections

#### Annual Job Growth Rate (times the average):

1.12, faster than average.

#### Number of New Hires in the Last Year: 129

Promotions:	16
Employees Leaving:	84
New Positions:	29
Temporary- On Call:	0

#### Projected Job Openings (Through 2004):

From Growth:	310 positions
From Separations:	650 positions
Total:	960 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 19 responding employers: 15 employers project their employment in this occupation will remain stable, 4 employers project their employment in this occupation will grow and none expect a decline over the next 24 months.

### Other Information

#### Promotional Opportunities

Of 19 responding employers: 14 promote from this occupation to other positions, such as:

- Lead Checker,
- Shift Assistant,
- Inventory Clerk,
- Merchandising Assistant,
- Department Supervisor,
- Assistant Manager, and
- Customer Service Manager.

# Child Care Workers

OES Code: 680380

**Description:** Child Care Workers attend children at school, businesses and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This description does not include workers whose primary function is to teach in a structured setting.

**Alternative Titles:** Pre-School Aide, Residential Child Care Provider, Pre-School "Teacher".

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$8.63-\$8.63	\$8.63
New Hires, With Some Experience	\$8.19-\$9.80	\$8.92
Three Plus Years Of Experience With the Firm	\$9.02-\$10.83	\$9.66

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.75-\$8.55	\$6.93
New Hires, With Some Experience	\$7.00-\$8.98	\$7.50
Three Plus Years Of Experience With the Firm	\$7.25-\$10.00	\$8.50

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	27 %	27 %	7 %	13 %
Dental	27 %	13 %	7 %	13 %
Vision	20 %	13 %	0 %	13 %
Life Ins.	13 %	13 %	0 %	13 %
Sick Leave	40 %	13 %	20 %	7 %
Vacation	53 %	13 %	27 %	13 %
Retirement	13 %	20 %	0 %	7 %
Child Care	27 %	13 %	13 %	7 %

Other employee benefits that may be offered include: childcare at reduced rates and reduced membership cost.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 4 employers report that their employees in this occupation are unionized, representing 50% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	<1%	30
Full-Time (35 hrs. or more)	29%	40
Part-Time	33%	19
Temporary/On-Call	36%	15
Seasonal	1%	25

## Employer Requirements

### Education

Of 15 responding employers: 12 employers require at least a high school diploma or the equivalent, but 1 will accept less than a high school diploma. (Employee must be attending High School.) 2 employers require a two-year associate degree (A.A.) and none of the employers require a four-year bachelor degree (B.A.) or graduate studies.

### Training

Of 12 responding employers: 7 employers will accept an average of 10 months of training to replace experience in the occupation, but 5 will not accept training to replace experience. Of 15 responding employers: 11 require and 2 prefer an average of 11 months of vocational or occupational training in early childhood education, while 2 do not require vocational training.

### Experience

Of 15 responding employers: 6 require and 6 prefer an average of 12 months of experience working in child care, while 3 employers do not require previous experience in child care. Of 11 responding employers: 7 will accept an average of 11 months of experience in related fields to substitute for previous experience in the occupation, but 4 will not accept any other occupational experience.

### License/Certification

Childcare centers are subject to California Department of Social Services licensing regulations. Child Care Workers must be in good health and have criminal record clearance including fingerprinting. Those who work in infant centers (with children under the age of 2) must be high school graduates or be enrolled in a course of study leading to completion of high school. Applicants working with children over 2 years of age are required to be at least 18 years of age, or if less than 18 years old, be a high school

# Child Care Workers

15 Firms Responding Representing 556 Employees

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graduate and/or be enrolled in an occupational training program. Experience caring for younger siblings, a First Aid/CPR certificate and possession of an early childhood education certificate is also recommended.

## Technical Skills

- Possession of an Early Childhood Development Certificate
- Oral reading skills
- Knowledge of early childhood development
- Musical skills
- Ability to administer emergency first aid
- Cardiopulmonary Resuscitation (CPR) and First Aid certificate
- Ability to write effectively

## Physical Skills

- Ability to lift at least 40 lbs. repeatedly
- Ability to stand continuously for 2 or more hours

## Personal or Other Skills

- Ability to interact with children, parents and staff
- Understanding a variety of cultures
- Ability to handle crisis situations
- Possession of a clean police record
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communication skills

## Computer Software Skills

- |                     |         |   |
|---------------------|---------|---|
| ▪ Word Processing   | MS Word | 1 |
| ▪ Spreadsheet       |         | 0 |
| ▪ Database          |         | 0 |
| ▪ Desktop Publisher |         | 0 |
| ▪ Other:            |         | 1 |

Basic keyboarding skills.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.67 on a scale of 4.00)

#### Recruitment Methods

Of 15 responding employers: 13 employers fill vacant positions through newspaper ads, 8 employers

use current employees' referrals and 5 use in-house promotion or transfers and by word of mouth.

## Annual Turnover

Employers responding to the survey report a 16.7% annual turnover rate.

## Size of Occupation:

Very Large                      Range: 420-500 employees

## Gender:

11% Male                      89% Female

## Where The Jobs Are

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### The major employing industries include:

- Elementary and Secondary schools,
- Religious Organizations, and
- Public and Private Child day care services.

## Projections

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### Annual Job Growth Rate (times the average):

1.36, faster than average.

### Number of New Hires in the Last Year:                      106

Promotions:	7
Employees Leaving:	85
New Positions:	6
Temporary:	8

### Projected Job Openings (1999-2006):

From Growth:	80 positions
From Separations:	30 positions
Total:	110 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 10 employers project their employment in this occupation will remain stable, 5 employers project their employment in this occupation will grow and none of the employers projects a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 11 promote from this occupation to other positions, such as:

- Head Teacher (requires additional education),
- Facility Manager or Supervisor, and
- Assistant Director.



# Computer Programmers, including Aides

OES Code: 251051

**Description:** Computer Programmers, including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

**Alternative Titles:** Programmer Analyst, Systems Analyst, Junior Programmer.

## Wages and Benefits

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.75-\$13.90	\$10.33
New Hires, With Some Experience	\$10.00-\$16.78	\$10.00
Three Plus Years Of Experience With the Firm	\$12.00-\$23.97	\$18.00

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$15.09-\$16.70	\$15.90
New Hires, With Some Experience	\$14.34-\$17.54	\$17.32
Three Plus Years Of Experience With the Firm	\$16.63-\$22.28	\$19.44

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	33 %	47 %	7 %	13 %
Dental	27 %	33 %	7 %	33 %
Vision	27 %	13 %	7 %	53 %
Life Ins.	53 %	13 %	7 %	27 %
Sick Leave	53 %	7 %	0 %	40 %
Vacation	73 %	7 %	7 %	13 %
Retirement	33 %	27 %	7 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: paid holidays and a long-term disability plan.

## Union/Collective Bargaining

Yes. Of 15 responding employers: 4 employers report that their employees in this occupation are unionized, representing 46% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	2%	20
Temporary/On-Call	4%	10
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 7 employers require at least a high school diploma or the equivalent, none of the employers will accept less than a high school diploma, 3 employers require a two-year Associate Degree, and 5 require a four-year Bachelor Degree (in computer or information science, mathematics, or management information systems).

### Training

Of 15 responding employers: 9 employers will accept an average of 15 months of training to replace occupational experience and 6 employers will not accept training to replace experience. Of 15 responding employers: 8 require and 3 prefer an average of 26 months of technical or vocational training prior to employment, but 4 do not require technical training.

### Experience

Of 15 responding employers: 11 employers require, and 4 employers prefer an average of 16 months experience in this occupation. Of 15 responding employers: 1 will accept other occupational experience and 14 employers will not accept experience in any other occupation.

### License/Certification

No licenses are required, however certification is available from community colleges and vocational schools.

# Computer Programmers, including Aides

## 15 Firms Representing 52 Employees

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### Technical Skills

- Knowledge of computer hardware and operating systems
- Ability to use computer programming and operating languages
- Ability to write computer programs for business purposes
- Ability to update and repair existing programs
- Ability to use logic and analysis to improve product efficiency and effectiveness
- Ability to organize and structure multiple bits of information.

### Physical Skills

- Ability to perform precision work

### Personal or Other Skills

- Ability to work as a team member
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Oral communications

### Computer Skills

- |                      |          |    |
|----------------------|----------|----|
| ▪ Word Processing    | MS Word  | 13 |
| ▪ Spreadsheet skills | MS Excel | 13 |
| ▪ Database           | Access   | 14 |
| ▪ Desktop Publishing |          | 0  |
| ▪ Other Programs:    |          | 13 |
- HTML, Internet, Visual Basic, Visual C++, Java and JavaScript, GIS Applications, and Architectural Desktop.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.73 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 9 employers fill vacant positions through job listings accessible on the Internet, 8 employers use newspaper ads, and 6 employers hire recent graduates from Colleges and Universities.

### Annual Turnover

Employers responding to the survey report an 18.8% annual turnover rate.

### Size of Occupation:

Not available

### Gender:

85% Male                      15% Female

## Where The Jobs Are

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### The major employing industries include:

- Computer and data processing services,
- Personnel supply services,
- Engineering and architectural services,
- Federal, state, and local government, and
- Elementary and secondary schools.

## Projections

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### Annual Job Growth Rate:

Not available

### Number of New Hires in the Last Year: 15

Promotions:	5
Employees Leaving:	4
New Positions:	4
Temporary:	2

### Projected Job Openings (1999-2006):

From Growth:	N/A
From Separations:	N/A
Total:	N/A

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 7 employers project that their employment in this occupation will remain stable, 7 project their employment in this occupation will grow and 1 employer expects their employment in this occupation to decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 10 promote from this occupation to other positions, such as:

- Senior Programmer,
- Information Technology Manager,
- Project Manager or,
- Manager.

# Construction Managers

OES Code: 150170

**Description:** Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large contracting firms.

Alternative Titles: Construction Supervisors, Estimators, Forepersons, Laborer Forepersons, Program Managers, Project Managers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$12.00-\$31.64	\$20.00
Three Plus Years Of Experience With the Firm	\$17.50-\$41.00	\$22.00

NOTE: Of 15 responding employers: 15 do not hire employees in this occupation without previous experience.

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	73 %	7 %	0 %	20 %
Dental	60 %	0 %	0 %	40 %
Vision	27 %	0 %	0 %	73 %
Life Ins.	47 %	0 %	0 %	53 %
Sick Leave	47 %	0 %	0 %	53 %
Vacation	73 %	0 %	0 %	27 %
Retirement	53 %	13 %	0 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: profit sharing; and ESOP retirement plans.

## Union/Collective Bargaining

Yes. Of 15 responding employers: 2 report that their employees in this occupation are unionized, representing 14% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	89%	44
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	11%	40

## Employer Requirements

### Education

Of 15 responding employers: 13 require at least a high school diploma or the equivalent and 2 will accept less than a high school diploma. 4 employers require a two-year associate degree and 2 require a bachelor degree.

### Training

Of 15 responding employers: None of the employers will accept training to replace experience in the occupation. Of 15 responding employers: 10 do not require employees to have any occupational training prior to employment, but 3 employers require and 2 employers prefer that employees have an average of 55 months of occupational training prior to employment.

### Experience

Of 15 responding employers: 15 employers require an average of 59 months experience in this occupation. Of 15 responding employers: 2 employers will accept an average of 30 months experience in related fields (construction background) to be substituted for previous experience, while 13 will not accept other occupational experience.

### License/Certification

None.

### Technical Skills

- Ability to write up estimates and bids
- Understand and follow building codes
- Knowledge of CalOSHA safety standards
- Ability to perform advanced mathematical calculations
- Know all aspects of construction processes
- Ability to read blueprints

### Physical Skills

- Ability to stand, run, walk, climb and lift for long periods of time
- Ability to put in extended hours

# Construction Managers

## 15 Firms Responding Representing 35 Employees

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### Personal or Other Skills

- Ability to work independently
- Excellent organizational skills
- Ability to work under a time line
- Communication skills
- Supervisory and delegation skills
- Public relations skills

### Basic Skills

- Ability to read and write legibly

### Computer Software Skills

- |                   |          |   |
|-------------------|----------|---|
| ▪ Word Processing | MS Word  | 8 |
| ▪ Spreadsheet     | MS Excel | 9 |
| ▪ Database        |          | 0 |
| ▪ Desktop Pub.    |          | 0 |
| ▪ Other Programs: |          | 2 |

Computer Aided Drafting, or Corel Draw programs.

### Employment Trends

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#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.27 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 11 employers hire based on referrals from current employees, 10 employers hire by using in-house promotions and transfers and 6 employers hire based on the response to newspaper advertisements.

#### Annual Turnover

Employers responding to the survey report a 3.1% annual turnover rate.

#### Size of Occupation:

Medium to Large      Range: 160-180 employees

#### Gender:

100% Male      0% Female

### Where The Jobs Are

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#### The major employing industries include:

- Residential building construction,
- Miscellaneous special trade contractors,
- Electrical work,
- Nonresidential building construction,
- Management and public relations,
- Carpentry and floor work, and
- Highway and street construction.

### Projections

---

#### Annual Job Growth Rate (times the average):

0.79, slower than average.

#### Number of New Hires in the Last Year: 4

Promotions:	1
Employees Leaving:	0
New Positions:	3
Temporary:	0

#### Projected Job Openings (Through 2004):

From Growth:	20 positions
From Separations:	20 positions
Total:	40 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 13 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and none expect a decline in their employment over the next 24 months.

### Other Information

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#### Promotional Opportunities

Of 15 responding employers: 5 employers promote from this occupation to other positions, such as:

- Housing Manager, and
- General Manager.

# Cooks - Restaurant

OES Code: 650260

**Description:** Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

**Alternative Job Titles:** Assistant Cook, Line Cook, Lunch/Dinner Cook, Prep Cook, Kitchen Worker.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$8.50	\$6.75
New Hires, With Some Experience	\$7.00-\$8.00	\$7.50
Three Plus Years Of Experience With the Firm	\$8.00-\$11.50	\$9.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	27 %	7 %	33 %
Dental	27 %	13 %	7 %	47 %
Vision	20 %	7 %	7 %	60 %
Life Ins.	13 %	0 %	7 %	73 %
Sick Leave	27 %	0 %	0 %	67 %
Vacation	47 %	0 %	0 %	47 %
Retirement	13 %	7 %	7 %	67 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits: Meals and major medical plan.

### Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	78%	37
Part-Time	22%	25
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 9 require at least a high school diploma or the equivalent, 6 do not require a high school diploma and none of the employers require a two- or four- year degree.

### Training

Of 15 responding employers: 1 employer requires and 1 employer prefers an average of 18 months of vocational training and 13 employers do not require vocational training prior to employment. Of 13 responding employers: 10 accept an average of 11 months training to replace occupational experience and 3 employers will not accept training to replace occupational experience.

### Experience

Of 15 responding employers: 10 require and 3 prefer an average of 13 months experience in this occupation and 2 do not require experience. Of 12 responding employers: 7 will accept an average of 9 months experience in the food service industry to replace occupational experience and 5 will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Ability to handle multiple food orders in a timely fashion
- Ability to measure ingredients accurately
- Ability to select and store food
- Ability to keep accurate records
- Sauce making skills

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Good hand-eye coordination
- Ability to taste and smell
- Ability to lift 10 to 45 lbs. repeatedly

### Personal or Other Skills

- Ability to work under pressure
- Willingness to work independently
- Ability to interact well with others
- Good grooming

# Cooks - Restaurant

16 Firms Responding Representing 172 Employees

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communication skills

## Computer Skills

- |                      |   |
|----------------------|---|
| ▪ Word Processing    | 0 |
| ▪ Spreadsheet skills | 0 |
| ▪ Database           | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other Programs:    | 1 |

Basic keyboarding skills to operate a cash register.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.73 a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.40 a scale of 4.00)

#### Recruitment Methods

Of 15 responding employers: 10 employers hire new employees through ads placed in the newspaper, 8 hire staff through in-house promotions or transfers and 7 hire through current employees' referrals or walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 36.1% annual turnover rate.

#### Size of Occupation:

Large Range: 350-380 employees

#### Gender:

86% Male 14% Female

## Where the Jobs Are

#### The major employing industries include:

- Eating and Drinking Places, and
- Hotels and Motels.

## Projections

#### Annual Job Growth Rate (times the average):

0.61, slower than average.

#### Number of New Hires in the Last Year: 66

Promotions: 11

Employees Leaving: 49

New Positions: 6

Temporary: 0

#### Projected Job Openings (1999- 2006):

From Growth: 30 positions

From Separations: 70 positions

Total: 100 positions

#### Employer Projected Occupational Growth (Over the next 24 months):

Of 15 responding employers: 9 employers project their employment in this occupation will remain stable, 6 project their employment in this occupation will grow and none of the responding employer projects a decline over the next 24 months.

## Other Information

#### Promotional Opportunities

Of 15 responding employers: 14 employers promote from this occupation to other positions, such as:

- Kitchen Manager, and
- Chef (with additional training).

# Dental Assistants

OES Code: 660020

**Description:** Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

Alternative Titles: Registered Dental Assistants, or R.D.A.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00-\$8.00	\$ 8.00
New Hires, With Some Experience	\$8.00-\$13.00	\$10.00
Three Plus Years Of Experience With the Firm	\$10.00-\$15.00	\$13.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	11 %	47 %	0 %	32 %
Dental	21 %	21 %	0 %	47 %
Vision	0 %	11 %	0 %	79 %
Life Ins.	0 %	0 %	11 %	79 %
Sick Leave	47 %	0 %	0 %	42 %
Vacation	79 %	0 %	0 %	11 %
Retirement	21 %	37 %	0 %	32 %
Child Care	0 %	0 %	0 %	89 %

Other employee benefits that may be offered include:  
dental work for employee/waive deductible, if any.

## Union/Collective Bargaining

No. Of 19 responding employers: none report that their employees in this occupation are unionized.

## Time Base/ Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	24%	30
Full-Time (35 hrs. or more)	52%	38
Part-Time	24%	31
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 19 responding employers: 17 require a high school diploma or the equivalent and 1 does not require a high school diploma. 1 requires a two-year associate degree (A.A.) and none requires either a four-year bachelor degree (B.A. or B.S.) or graduate studies.

### Training

Of 19 responding employers: 9 will accept an average of 10 months training to replace experience in the occupation, while 10 will not allow training to replace experience. Of 19 responding employers: 11 require and 3 prefer an average of 14 months technical or vocational training in dental assisting, but 5 do not require vocational training.

### Experience

Of 19 responding employers: 11 require and 8 prefer an average of 16 months experience in the occupation. Of 17 responding employers: 5 will accept an average of 12 months experience in related fields (dental office front desk or medical assistant) to replace experience in the occupation, but 12 will not accept other occupational experience.

### Licensing and Certification

A license from the Committee on Dental Auxiliaries is required to practice as a Dental Assistant in California. The requirements for the Registered Dental Assistant (RDA) or Registered Dental Assistant in Extended Functions (RDAEF) license include: cardio-pulmonary resuscitation training (CPR), radiation safety training (to take X-rays), satisfactory work as a dental assistant for 12 months or alternatively, completion of a one or two-year State Board approved dental assistant program and passing the RDA written and performance tests. Continuing education may be necessary to maintain the license. For more information contact: The Committee on Dental Auxiliaries of The Dental Board of California (COMDA), 1428 Howe Avenue, Suite 58, Sacramento, CA 95825, Phone: (916) 263-2595, Fax: (916) 263-2709.

### Technical Skills

- Knowledge of dental materials and procedures
- Ability to perform or assist with dental procedures
- Safety and protective procedures
- Patient record keeping
- Ability to follow billing procedures

# Dental Assistants

## 19 Firms Responding Representing 70 Employees

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- Ability to complete and explain insurance forms
- Possession of an X-ray license
- Possession of a Radiation Safety Certificate
- Ability to do ultrasonic scaling
- Completion of courses in biological sciences

### Physical Skills

- Manual dexterity skills
- Good close-up vision (with correction)

### Personal or Other Skills

- Ability to work independently
- Good grooming skills
- Willingness to work closely with others

### Basic Skills

- Ability to follow oral instructions
- Oral communication skills
- Ability to write legibly
- Ability to read and follow instructions
- Basic math skills

### Computer Software Skills

- Word Processing MS Word/Office 4
  - Spreadsheet skills 0
  - Database skills 0
  - Desktop Publisher 0
  - Other: Dental Office Programs 8
- Digital Radiology-Dentrex, Dentek, and Eaglesoft.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.36 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4.00)

#### Recruitment Methods

19 employers responded to this question. 17 employers fill vacant positions through newspaper ads, 11 employers use referrals from current employees, 7 use the Internet and 6 use referrals from schools or training programs.

#### Annual Turnover

Employers responding to the survey report a 26.2% annual turnover rate.

### Size of Occupation:

Large Range: 260-280 employees

### Gender:

0% Male 100% Female

## Where The Jobs Are

---

### The major employing industries include:

- Offices and clinics of dentists.

## Projections

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### Annual Job Growth Rate (times the average):

0.55, slower than average.

### Number of New Hires in the Last Year: 22

Promotions:	1
Employees Leaving:	16
New Positions:	5
Temporary:	0

### Projected Job Openings (1999-2006):

From Growth:	20 positions
From Separations:	30 positions
Total:	50 positions

### Employer Projected Occupation Growth (Over the next 24 months):

19 employers responded to this question. 15 employers project their employment in this occupation will remain stable, 4 employers project that their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 19 responding employers: 8 promote from this occupation to other positions, such as:

- Registered Dental Hygienist (RDH) with additional technical training,
- Clinical Coordinator, and
- Office Manager.



# Dental Hygienists

OES Code: 329080

**Description:** Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

Alternative Titles: RDH, Registered Dental Hygienist, Hygienist.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$18.75-\$32.50	\$25.63
New Hires, With Some Experience	\$18.75-\$37.50	\$31.25
Three Plus Years Of Experience With the Firm	\$18.75-\$43.75	\$34.38

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	7 %	27 %	7 %	13 %
Dental	13 %	7 %	20 %	13 %
Vision	0 %	7 %	0 %	0 %
Life Ins.	0 %	0 %	0 %	0 %
Sick Leave	20 %	7 %	20 %	0 %
Vacation	20 %	13 %	27 %	0 %
Retirement	13 %	20 %	7 %	0 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits: Paid holidays, Clinic may offer medical or dental care at a reduced cost, in lieu of benefits.

## Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	15%	32
Full-Time (35 hrs. or more)	12%	40
Part-Time	58%	16
Temporary/On-Call	15%	12
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 2 employers require at least a high school diploma or the equivalent, none require less than a high school diploma, 12 require a two-year degree, none require a four-year degree and 1 requires graduate studies.

### Training

Of 15 responding employers: 15 employers require an average of 26 months of Registered Dental Hygienist training. Of 14 responding employers: 3 will accept an average of 20 months training to replace work experience and 11 will not accept training to replace experience.

### Experience

Of 15 responding employers: 12 employers require and 2 employers prefer an average of 18 months experience in this occupation and 1 does not require experience. Of 14 responding employers: 1 will accept an average of 24 months of experience in related fields such as: dental assistant to substitute for previous experience, while 13 will not accept other occupational experience.

### License/Certification

Yes. Dental Hygienists must be licensed in the State of California, under the provision of the Dental Practice Act administered by the State Board of Dental Examiners. Requirements include: graduation from a state-accredited dental hygiene program, passing the written National Board Exam and the practical skills exam given by the State Board.

### Technical Skills

- Ability to follow laboratory procedures
- Ability to perform or assist with dental procedures
- Understanding good diet and nutrition
- General clerical skills
- Record keeping
- Supervision
- Knowledge of Anesthesiology
- Possession of a Radiation Safety Certificate
- Ability to write effectively

# Dental Hygienists

## 15 Firms Responding Representing 26 Employees

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### Physical Skills

- Manual dexterity
- Good hand-eye coordination and precision with instruments
- Ability to sit for long periods

### Personal or Other Skills

- Willingness to work under close supervision
- Public contact
- Ability to work independently
- Listening and communication skills

### Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral communication

### Computer Skills

- Word Processing 5
- Spreadsheet skills 0
- Database 0
- Desktop Publishing 0
- Other Programs: 6

Programs for dental offices - Dentrax, Intellident, Time for Periodontics.

### Employment Trends

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#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.33 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 9 employers fill vacant positions using current employees' referrals, through ads placed in newspapers or from information gained from other dentists and 5 recruit new employees through school or program referrals.

#### Annual Turnover

Employers responding to the survey report a 32% annual turnover rate.

#### Size of Occupation:

Small Range: 80 –90

#### Gender:

0% Male 100% Female

### Where the Jobs Are

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#### The major employing industries include:

- Offices of Clinics of Dentists.

### Projections

---

#### Annual Job Growth Rate (times the average):

0.89, slower than average.

#### Number of New Hires in the Last Year: 13

Promotions: 0

Employees Leaving: 8

New Positions: 1

Temporary: 4

#### Projected Job Openings (1999-2006):

From Growth: 10 positions

From Separations: 10 positions

Total: 20 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 8 employers project that their employment in this occupation will remain stable, 7 project that their employment in this occupation will grow and none of the employers project their employment in this occupation will decline over the next 24 months.

### Other Information

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#### Promotional Opportunities

Of 15 responding employers: 1 employer promotes from this occupation to other positions, such as:

- Personnel or Office Manager.

# Drafters

OES Code: 225140

**Description:** Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

Alternative Titles: CAD Operators.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$20.00	\$12.95
New Hires, With Some Experience	\$8.00-\$21.00	\$12.00
Three Plus Years Of Experience With the Firm	\$11.00-\$21.00	\$15.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	60 %	0 %	13 %
Dental	13 %	27 %	0 %	60 %
Vision	7 %	13 %	0 %	80 %
Life Ins.	13 %	13 %	0 %	73 %
Sick Leave	47 %	7 %	0 %	47 %
Vacation	67 %	13 %	0 %	20 %
Retirement	13 %	47 %	0 %	40 %
Child Care	0 %	0 %	7 %	93 %

## Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base- Hours Worked

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	93 %	40
Part-Time	7 %	20
Temporary/On-Call	0 %	0
Seasonal	0 %	0

## Employer Requirements

### Education

Of 15 responding employers: 1 will accept less than a high school diploma, but 9 require at least a high school diploma or the equivalent. 5 employers require a two-year associate degree (A.A.) and none require either a four-year bachelor degree (B.A. or B.S.) or graduate study.

### Training

Of 13 responding employers: 3 employers will accept an average of 28 months training to replace experience in the occupation and 10 employees will not accept training to replace experience. Of 15 responding employers: 14 employers require an average of 26 months of technical or vocational training in computer aided drafting programs.

### Experience

Of 15 responding employers: 10 require and 3 prefer an average of 28 months experience in the occupation and 2 employers do not require experience in the occupation. Of 12 responding employers: 5 will accept an average of 31 months of occupational experience in carpentry, or with a background working in any of the building trades to replace experience and 7 will not accept any other experience.

### License/Certification

A license is not required. The American Design Drafting Association (ADDA) has established a certification program for drafters, which can be achieved by passing the Drafter Certification Test.

### Technical Skills

- Computer-assisted design (CAD) skills
- Knowledge of Geometry
- Knowledge of Trigonometry
- Ability to read and understand blueprints
- Ability to prepare technical drawings
- Ability to do freehand drawing
- Ability to do precision work
- Ability to write effectively

# Drafters

15 Firms Responding Representing 69 Employees

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## Physical Skills

- Ability to sit for long periods of time

## Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

## Basic Skills

- Basic Math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

## Computer Software Skills

- |                      |                |    |
|----------------------|----------------|----|
| ▪ Word processing    | MS Word/Office | 11 |
| ▪ Spreadsheet skills | Excel          | 8  |
| ▪ Database           |                | 0  |
| ▪ Desktop Publishing |                | 0  |
| ▪ Other Programs:    |                | 15 |

AutoCAD, Archi-cad, Data Cad, LitePro, V8 Microstation, and Intergraph Microstation.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.2 on a scale of 4.00).

#### Recruitment Methods

15 employers responded to this question. 10 employers fill positions through applications from walk-ins, 9 employers use other sources, including business referrals and word of mouth and 8 rely on current employee referrals.

#### Annual Turnover

Employers responding to the survey report a 10.4% annual turnover rate.

#### Size of Occupation:

Small                      Range: 80 – 100 employees

#### Gender:

90% Male                      10% Female

## Where The Jobs Are

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#### The major employing industries include:

- Personnel Supply Services, and
- Engineering and Architectural Services.

## Projections

---

#### Annual Job Growth Rate (times the average):

1.79, much faster than average.

#### Number of New Hires in the Last Year:

Promotions:	1
Employees Leaving:	6
New Positions:	2
Temporary:	30

#### Projected Job Openings (1999-2006):

From Growth:	20 positions
From Separations:	20 positions
Total:	40 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

15 employers responded to this question.

11 employers project their employment in this occupation will remain stable, 4 employers project growth and none of the employers expects a decline over the next 24 months.

## Other Information

---

#### Promotional Opportunities

Of 15 responding employers: 11 promote from this occupation to other positions such as:

- Senior Drafter, and
- Designer.

# Electricians

OES Code: 872020

**Description:** Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This description includes Protective Signal Installers and Repairers and Street Light Servicers.

Alternative Titles: Electrical Technicians, Journey-Level Electricians, Apprentice Electricians.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$9.00-\$18.00	\$13.81
Three Plus Years Of Experience With the Firm	\$13.00-\$22.86	\$18.12

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	38 %	25 %	0 %	38 %
Dental	19 %	19 %	0 %	63 %
Vision	25 %	6 %	0 %	69 %
Life Ins.	19 %	0 %	0 %	81 %
Sick Leave	38 %	0 %	0 %	63 %
Vacation	69 %	0 %	0 %	31 %
Retirement	31 %	31 %	6 %	31 %
Child Care	0 %	0 %	0 %	100 %

## Union/Collective Bargaining

Yes. Of 16 responding employers: 3 report that their employees in this occupation are unionized, representing 26% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	97%	40
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	3%	40

## Employer Requirements

### Education

Of 16 responding employees: 13 require at least a high school diploma or the equivalent, and 3 employers will accept less than a high school diploma. None of the employers requires either a two or four year degree.

### Training

Of 16 responding employers: 5 employers will accept an average of 31 months of training to replace experience, while 11 will not accept training to replace experience. Of 16 responding employers 9 require and 4 employers prefer an average of 45 months technical or vocational training (e.g.; completing an apprenticeship or other accredited program), but 3 do not require completion of a technical or vocational training program.

### Experience

Of 16 responding employers: 14 require and 2 prefer an average of 49 months of experience in the occupation. Of 16 responding employers: 3 will accept an average of 22 months of experience in related fields to be substituted for previous experience.

### License/Certification

Licensing is not required for this occupation. The skills needed are usually obtained through a 4- or 5- year electrical trade apprenticeship. Training programs are sponsored by joint training committees made up of local unions of the International Brotherhood of Electrical Workers and local chapters of the National Electrical Contractors Association or alternatively by local chapters of the Associated Builders and Contractors and the Independent Electrical Contractors Association. The program emphasizes on-the-job experience with supplemental classroom coursework in the trade.

### Technical Skills

- Apprenticeship completed
- Knowledge of electrical building codes
- Knowledge of electrical safety codes
- Ability to track and repair electrical problems
- Familiarity with materials and techniques of construction
- Thorough knowledge of the principles of electricity
- Ability to follow blueprints and building specifications
- Able to track and repair electrical problems
- Cost estimating skills

# Electricians

16 Firms Responding Representing 86 Employees

## Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to crawl under buildings
- Possession of good color perception
- Ability to lift at least 50 lbs. repeatedly
- Ability to climb ladders

## Personal or Other Skills

- Possession of mechanical aptitude
- Ability to work independently
- Willingness to work with close supervision
- Ability to provide own tools

## Basic Skills

- Ability to read and follow directions
- Oral communication skills
- Ability to write legibly

## Computer Software Skills

- |                      |          |   |
|----------------------|----------|---|
| ▪ Word Processing    | MS Word  | 2 |
| ▪ Spreadsheet        | MS Excel | 2 |
| ▪ Database           | Outlook  | 1 |
| ▪ Desktop Publishing |          | 0 |
| ▪ Other:             |          | 2 |

PLC Programming and MS Project.

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.29 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00)

### Recruitment Methods

Of 16 responding employers: 12 employers use other methods for recruiting including: word of mouth and networking in the community, 7 employers fill vacant positions through referrals from current employees and walk-in applicants and 6 employers hire through newspaper ads.

### Annual Turnover

Employers responding to the survey report a 17.3% annual turnover rate.

### Size of Occupation:

Large                      Range: 330-370 employees

### Gender:

99% Male                1% Female

## Where The Jobs Are

### The major employing industries include:

- General electrical installation and repair firms,
- Government (state, county, city), and
- Sawmills and related companies.

## Projections

### Annual Job Growth Rate (times the average):

0.86, slower than average.

### Number of New Hires in the Last Year: 47

Promotions:	1
Employees Leaving:	12
New Positions:	11
Temporary:	23

### Projected Job Openings (1999-2006):

From Growth:	40 positions
From Separations:	50 positions
Total:	90 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 12 employers project their employment in this occupation will remain stable, 4 project their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 16 responding employers: 9 promote from this occupation to other positions, such as:

- Lead Electrician,
- Foreman, and
- Electrical Superintendent.

# Financial Managers

OES Code: 130020

**Description:** Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Included are managers who work in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

**Alternative Titles:** Finance Director, Finance Service Manager.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$12.00- \$25.20	\$19.18
Three Plus Years Of Experience With the Firm	\$14.00- \$24.93	\$23.01

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	33 %	67 %	0 %	0 %
Dental	47 %	40 %	0 %	13 %
Vision	40 %	40 %	0 %	20 %
Life Ins.	40 %	7 %	7 %	47 %
Sick Leave	80 %	7 %	0 %	13 %
Vacation	87 %	7 %	0 %	7 %
Retirement	33 %	27 %	20 %	20 %
Child Care	0 %	0 %	13 %	87 %

Other employee benefits that may be offered include: 401(k) retirement plans, Employee Stock Ownership Plan (ESOP), and holiday pay.

## Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base / Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	96%	41
Part-Time	4%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: none will accept less than a high school diploma, 4 employers require a high school diploma or the equivalent and 1 employee requires a two-year associate degree (A.A.). 10 employers require a four-year bachelor degree (B.A.) and none of the employers requires graduate studies.

### Training

Of 15 responding employers: 8 require and 1 prefers employees to have an average of 43 months of training prior to employment. 6 employers state that training is not required prior to employment. Of 15 responding employers: 13 will not accept training to substitute for experience in the occupation, while 2 employers will accept an average of 30 months of training as a substitute for experience.

### Experience

Of 15 responding employers: 13 require and 2 prefer an average of 50 months experience in this occupation prior to hiring. Of 13 responding employers: 4 will accept an average of 36 months experience in the areas of banking, sales, bookkeeping or accounting to substitute for previous experience, while 9 employers do not accept other occupational experience.

### License/Certification

A license is not required, however most employers require a B.A. in Business Administration, Accounting or Financial Management.

### Technical Skills

- Report writing skills
- Ability to apply techniques of statistical analysis
- Cost analysis skills
- Budget analysis skills
- Ability to plan and organize the work of others
- Ability to analyze securities
- Understanding of regulations affecting financial institutions
- Cost accounting skills
- Verbal presentation skills
- Ability to hire and assign personnel
- Ability to interpret actuarial and probability and loss tables
- Ability to use computer applications in research

# Financial Managers

15 Firms Responding Representing 24 Employees

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- Ability to use accounting software
- Ability to perform advanced mathematical computations

## Physical Skills

- Ability to sit for long periods of time

## Personal or Other Skills

- Ability to comprehend information quickly
- Ability to work independently
- Ability to work under pressure
- Ability to write effectively

## Basic Skills

- Ability to read and follow directions
- Oral communications skills

## Computer Software Skills

- |                   |                 |    |
|-------------------|-----------------|----|
| ▪ Word Processing | MS Word/ Office | 14 |
| ▪ Spreadsheet     | MS Excel        | 13 |
| ▪ Database        | Access          | 7  |
| ▪ Desktop Pub.    | Desktop Pub.    | 2  |
| ▪ Other Programs: |                 | 6  |
- Outlook, Eaglesoft, Great Plains, ISAS and Quick Books.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.77 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

#### Recruitment Methods

15 employers responded to this question.

14 employers fill vacant positions through newspaper ads; 9 employers fill positions through in-house promotions or transfers; and 8 employers fill positions through ads on the Internet.

#### Annual Turnover

Employers responding to the survey report a 16.7 % annual turnover rate.

#### Size of Occupation:

Large                      Range: 290-320 employees

#### Gender:

38% Male                      62% Female

## Where The Jobs Are

---

### The major employing industries include:

- Commercial Banks,
- Religious Organizations,
- Offices and clinics of dentists,
- Hotels and motels,
- Government (state, county and city)
- Legal services, and
- Individual and Family Services.

## Projections

---

### Annual Job Growth Rate (times the average):

0.74, slower than average.

<b>Number of New Hires in the Last Year:</b>	4
Promotions:	0
Employees Leaving:	4
New Positions:	0
Temporary:	0

### Projected Job Openings (1999-2006):

From Growth:	30 positions
From Separations:	30 positions
Total:	60 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 14 employers project their employment in this occupation will remain stable, 1 employer projects their employment in this occupation will grow, and none of the employers expects a decline in this occupation over the next 24 months.

## Other Information

---

### Promotional Opportunities

Of 15 responding employers: 6 promote from this occupation to other positions, such as:

- Chief Financial Officer (CFO),
- Chief Business Officer, or
- Financial or Business Consultant.



# First Line Supervisors and Manager/Supervisors- Clerical and Administrative Support Occupations

OES Code: 510020

**Description:** First Line Clerical and Administrative Support Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/ Supervisors may also engage, in part, in the same clerical work as the workers they supervise.

**Alternative Titles:** Administration Supervisors, Department Supervisors, Office Managers, Office Services Supervisors, Operations Supervisors

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.00-\$21.67	\$15.65
New Hires, With Some Experience	\$6.50-\$21.67	\$11.49
Three Plus Years Of Experience With the Firm	\$9.00-\$24.16	\$14.48

**Note:** Of 16 responding employers: 13 hire inexperienced workers. These employers pay at the higher end of the wage scale, thus making the wages paid to experienced workers appear lower in comparison.

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	63 %	31 %	6 %	0 %
Dental	44 %	25 %	19 %	13 %
Vision	44 %	13 %	25 %	19 %
Life Ins.	63 %	13 %	13 %	13 %
Sick Leave	75 %	0 %	0 %	25 %
Vacation	100 %	0 %	0 %	0 %
Retirement	31 %	44 %	19 %	6 %
Child Care	0 %	0 %	6 %	94 %

Other employee benefits that may be offered include: 401(k) retirement plans.

## Union/Collective Bargaining

Yes. Of 16 responding employers: 1 reports that their employees are unionized, representing 8% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	97%	39
Part-Time	3%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 16 require at least a high school diploma or the equivalent, 1 employer requires a two-year associate degree and 4 employers require a four-year bachelor degree.

### Training

Of 16 responding employers: 12 employers do not accept training to replace experience, while 4 employers will accept an average of 14 months training to replace work experience. Of 16 responding employers: 11 do not require employees have training, but 2 require and 3 prefer that employees have an average of 10 months of occupational training prior to employment.

### Experience

Of 16 responding employers: 12 require and 4 prefer an average of 25 months experience in the occupation. Of 15 responding employers: 10 employers will accept an average of 18 months experience in related fields (accounting, banking, bookkeeping, management or supervision) to substitute for previous experience, but 5 will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Office Management background
- Supervisory Skills
- Able to plan and organize the work of others
- Able to hire and assign personnel
- Able to use multi computer systems
- Knowledge of accounting procedures
- Able to train others
- Safety procedures

### Physical Skills

- Ability to stand, stoop, walk, climb and lift 20 pounds

# First Line Supervisors and Manager/Supervisors- Clerical and Administrative Support Occupations

16 Firms Responding Representing 59 Employees

## Personal or Other Skills

- Ability to work independently
- Aware of grooming standards
- Excellent problem solving ability

## Basic Skills

- Able to read and follow instructions
- Good communications skills

## Computer Software Skills

- |                      |              |    |
|----------------------|--------------|----|
| ▪ Word Processing    | MS Word      | 15 |
| ▪ Spreadsheet        | MS Excel     | 12 |
| ▪ Database           | Access       | 4  |
| ▪ Desktop Publishing | Desktop Pub. | 1  |
| ▪ Other Programs:    |              | 2  |

Keyboarding skills and accounting programs.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.30 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (4.00 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 14 employers hire new employees through in-house promotions and transfers, 11 employers hire based on newspaper advertisements and 10 employers hire based on from current employees' referrals.

#### Annual Turnover

Employers responding to the survey report a 22.4% annual turnover rate.

#### Size of Occupation:

Very Large                      Range: 760-900 employees

#### Gender:

27% Male                      73% Female

## Where The Jobs Are

### The major employing industries include:

Offices and clinics of medical doctors,

- Local government,
- Real estate operators and lessors,
- Hospitals,
- Elementary and secondary schools,
- Hotels and motels,
- Insurance agents, brokers and service,
- Services to buildings,
- Miscellaneous business services, and
- Commercial banks.

## Projections

### Annual Job Growth Rate (times the average):

1.16, faster than average.

### Number of New Hires in the Last Year:

Promotions:	14
Employees Leaving:	5
New Positions:	8
Temporary:	1
	0

### Projected Job Openings (Through 2004):

From Growth:	140 positions
From Separations:	130 positions
Total:	270 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 15 employers project their employment in this occupation will remain stable, 1 employers project their employment in this occupation will decline and none of the employers expects growth in the occupation over the next 24 months.

## Other Information

### Promotional Opportunities

Of 16 responding employers: 11 promote from this occupation to other positions, such as:

- Operations Officer,
- Department Manager,
- Business Manager,
- Human Resources Manager, and
- Manager.

# Food Preparation Workers

OES Code: 650380

**Description:** Food preparation workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

**Alternative Titles:** Assistant Cooks, Deli Counter Persons, Food Prep Workers, Food Service Assistants, Food Service Workers, Kitchen Food Prep Worker, Prep Cooks.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$8.05	\$6.25
New Hires, With Some Experience	\$5.75-\$8.68	\$7.00
Three Plus Years Of Experience With the Firm	\$6.00-\$10.00	\$8.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	11 %	11 %	6 %	17 %
Dental	6 %	11 %	0 %	17 %
Vision	6 %	11 %	0 %	11 %
Life Ins.	6 %	11 %	0 %	6 %
Sick Leave	22 %	0 %	11 %	0 %
Vacation	22 %	6 %	17 %	6 %
Retirement	11 %	6 %	6 %	6 %
Child Care	0 %	0 %	0 %	0 %

### Union/Collective Bargaining

Yes. Of 18 responding employers: 3 employers report that their employees in this occupation are unionized, representing 21% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	6%	32
Full-Time (35 hrs. or more)	10%	39
Part-Time	83%	20
Temporary/On-Call	0%	0
Seasonal	1%	30

## Employer Requirements

### Education

Of 18 responding employers: 11 require a high school diploma or equivalent, 7 do not require a high school diploma and none of the employers require a two-or four-year degree or graduate studies.

### Training

Of 13 responding employers: 10 employers will accept an average of 6 months training to replace experience in the occupation, but 3 will not accept training to replace experience. Of 18 responding employers: 2 require and 1 prefer that employees have an average of 2 months of vocational training prior to employment, while 15 employers do not require employees to have vocational training prior to employment.

### Experience

Of 18 responding employers: 4 employers require and 9 employers prefer an average of 7 months experience in the occupation and 5 do not require experience. Of 13 responding employers: 8 employers accept an average of 6 months experience in related fields (fast food background) to substitute for occupational experience, but 5 employers will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Knowledge of health regulations for handling food
- Knowledge of sandwich making
- Knowledge of money management

### Physical Skills

- Ability to stand, walk, bend, and lift during shift time
- Ability to lift 30 pounds repeatedly
- Ability to work rapidly

# Food Preparation Workers

## 18 Firms Responding Representing 157 Employees

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### Personal or Other Skills

- Ability to follow written and oral directions
- Able to work independently
- Abide by employers grooming standards
- Able to handle fast paced work environment

### Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to perform basic math
- Reliability and honesty

### Computer Software Skills

- |                   |   |
|-------------------|---|
| ▪ Word Processing | 0 |
| ▪ Spreadsheet     | 0 |
| ▪ Database        | 0 |
| ▪ Desktop Pub.    | 0 |
| ▪ Other Programs: | 0 |

### Supply and Demand

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#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.50 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.50 on a scale of 4.00).

### Recruitment Methods

Of 18 responding employers: 13 hire new employees based on current employee referrals, 12 employers hire through the response to newspaper ads and 8 employers hire by accepting walk-in applicants and through in-house promotions and transfers.

### Annual Turnover

Employers responding to the survey report a 41.7% annual turnover rate.

### Size of Occupation:

Very Large                      Range: 620-680 employees

### Gender:

29% Male                      71% Female

### Where The Jobs Are

---

#### The major employing industries include:

- Eating and drinking places,
- Individual and family services, and
- Elementary and secondary schools.

### Projections

---

#### Annual Job Growth Rate (times the average):

0.61, slower than average.

#### Number of New Hires in the Last Year: 71

Promotions:	4
Employees Leaving:	59
New Positions:	6
Temporary:	2

#### Projected Job Openings (Through 2004):

From Growth:	60 positions
From Separations:	260 positions
Total:	320 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 18 responding employers: 15 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and 1 employer projects that their employment in this occupation will decline over the next 24 months.

### Other Information

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#### Promotional Opportunities

Of 18 responding employers: 12 promote from this occupation to other positions, such as:

- Line Cook,
- Relief Cook,
- Food Service Specialist, and
- Kitchen Manager.

# Food Service Managers

OES Code: 150261

**Description:** Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes Food and Beverage Directors.

**Alternative Titles:** Banquet/Dining Room Manager, Beverage/Bar Manager, Floor/Kitchen Manager, Restaurant Manager.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75 - \$11.51	\$10.00
New Hires, With Some Experience	\$6.25 - \$12.79	\$10.62
Three Plus Years Of Experience With the Firm	\$7.00 - \$15.00	\$11.48

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	20 %	0 %	53 %
Dental	20 %	13 %	0 %	67 %
Vision	13 %	13 %	0 %	73 %
Life Ins.	27 %	7 %	0 %	67 %
Sick Leave	40 %	7 %	0 %	53 %
Vacation	53 %	7 %	0 %	40 %
Retirement	20 %	0 %	7 %	73 %
Child Care	0 %	0 %	0 %	100 %

## Union/Collective Bargaining

No. Of 15 responding employers: none report their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	91 %	41
Part-Time	9 %	27
Temporary/On-Call	0 %	0
Seasonal	0 %	0

## Employer Requirements

### Education

Of 15 responding employers: 13 employers require at least a high school diploma or the equivalent, 2 employers do not require a high school diploma and none of the responding employers requires a two- or four-year degree.

### Training

Of 11 responding employers: 4 employers will accept an average of 11 months of training to replace experience and 7 employers will not accept training to replace experience. Of 15 responding employers: 1 prefers an average of 3 months of training, however, 14 employers do not require any technical or vocational training.

### Experience

Of 15 responding employers: 8 employers require and 3 employers prefer an average of 23 months experience in the occupation, but 4 employers do not require experience in the occupation. Of 11 responding employers: 5 employers will accept an average of 24 months experience in other food-related services to replace occupational experience, but 6 employers will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Ability to maintain financial records
- Ability to manage an activity or department
- Ability to motivate staff, and plan and organize the work of others
- Ability to follow purchasing procedures
- Record keeping skills
- Understanding inventory techniques
- Ability to hire and assign personnel
- Food preparation skills
- Problem solving skills

### Physical Skills

- Ability to work nights, weekends and holidays
- Ability to stand for long periods of time

# Food Service Managers

## 15 Firms Responding Representing 67 Employees

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### Personal or Other Skills

- Willingness to work with close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Customer service skills

### Basic Skills

- Basic math
- Ability to read and follow directions
- Ability to write effectively
- Oral communications skills

### Computer Skills

- |                      |          |   |
|----------------------|----------|---|
| ▪ Word Processing    | MS Word  | 6 |
| ▪ Spreadsheet skills | MS Excel | 4 |
| ▪ Database           | Access   | 5 |
| ▪ Desktop Publishing |          | 0 |
| ▪ Other Programs:    | N/A      | 0 |

### Employment Trends

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#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.63 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.86 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 10 employers fill vacant positions through in-house promotions or transfers, 8 employers hire through current employees' referrals and 6 employers fill positions through newspaper ads or word of mouth referrals.

#### Annual Turnover

Employers responding to the survey report a 32.8% annual turnover rate.

#### Size of Occupation:

Not available

#### Gender:

60% Male      40% Female

### Where The Jobs Are

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#### The major employing industries include:

- Eating and Drinking places,
- Civic and Social Associations, and
- Elementary and Secondary Schools.

### Projections

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#### Annual Job Growth Rate:

Not available

#### Number of New Hires in the Last Year: 22

Promotions: 11

Employees Leaving: 11

New Positions: 0

Temporary: 0

#### Projected Job Openings (1999-2006):

From Growth: N/A

From Separations: N/A

Total: N/A

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 11 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and 2 employers project their employment in this occupation will decline over the next 24 months.

### Other Information

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#### Promotional Opportunities

Of 15 responding employers: 9 employers promote from this occupation to other positions, such as:

- General Manager
- District Manager, and
- Area Manager.

# General Managers and Top Executives

OES Code: 190050

**Description:** General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. This description does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

**Alternative Titles:** Supervisory Manager, Purchasing Manager, Operations Manager, Director, Executive Director.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$ 8.63-\$17.26	\$12.25
New Hires, With Some Experience	\$10.55-\$33.00	\$14.96
Three Plus Years Of Experience With the Firm	\$12.27-\$35.00	\$23.01

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	24 %	76 %	0 %	0 %
Dental	18 %	59 %	6 %	18 %
Vision	6 %	53 %	6 %	35 %
Life Ins.	18 %	47 %	0 %	35 %
Sick Leave	76 %	12 %	0 %	12 %
Vacation	82 %	12 %	0 %	6 %
Retirement	24 %	47 %	0 %	29 %
Child Care	0 %	0 %	12 %	82 %

Other employee benefits that may be offered include: bonus paid based on percentage of annual profit and medical reimbursement.

## Union/Collective Bargaining

No. Of 17 responding employers: none report union membership in the occupation.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	99%	44
Part-Time	1%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 17 responding employers: 4 employers require at least a high school diploma or the equivalent and none will accept less than a high school diploma. 4 employers require a two-year associate degree (A.A.), 8 employers require employees to have a four-year bachelor degree (B.A.) and one employer requires completion of graduate studies.

### Training

Of 16 responding employers: 2 employers will accept an average of 12 months training to replace experience in the occupation, but 14 employers will not allow training to replace experience in the occupation. Of 17 responding employers: 4 require and 2 prefer employees to have an average of 44 months of technical or vocational training in the area of business management or administration and 11 employers do not require technical or vocational training.

### Experience

Of 17 responding employers: 13 require and 3 prefer an average of 41 months experience in the occupation and 1 employer does not require work experience in the occupation. Of 16 responding employers: 8 will accept an average of 36 months experience with the firm or in a related field to replace experience in the occupation and 8 will not accept any other type of experience.

### License/Certification

None.

### Technical Skills

- Ability to manage an activity or department
- Ability to lead and supervise management team
- Knowledge or background in human resources and/or accounting
- Ability to hire management/staff personnel
- Ability to apply management techniques
- Ability to interpret data
- Ability to use problem solving techniques

### 17 Firms Responding Representing 30 Employees

- Ability to work long hours

- Ability to set work priorities
- Ability to work independently
- Ability to work under pressure
- Ability to delegate effectively
- Customer Service

- Ability to read and follow directions
- Ability to write legibly
- Oral communication

▪ Word Processing	MS Word	15
▪ Spreadsheet	Excel	12
▪ Database	Access	6
▪ Desktop Pub.	Desktop Pub.	3
▪ Other Programs:		5

Smartware, Medical Manager, Accounting  
Inventory, Vari-Pro, AS 400-IBM System.

## Supply and Demand

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.25 on a scale of 4.00)

17 employers responded to this question. 14 employers fill this position through in-house promotions and transfers; 7 fill vacant positions through the response to newspaper ads; and 4 employers use current employee referrals, ads on the Internet and recent graduates from colleges or universities.

Employers responding to the survey report a 7.4% annual turnover rate.

Very Large                      Range: 1440-1610 employees

65% Male      35% Female

- Local Government (county, city, and state),
- Eating and Drinking places,
- Elementary and Secondary Schools,
- Heavy Construction (except Highway), and
- Insurance Agents, Brokers and Services.

**Annual Job Growth Rate (times the average):**  
0.84, slower than average.

Promotions:	3
Employees Leaving:	2
New Positions:	4
Temporary:	0

From Growth:	170 positions
From Separations:	180 positions
Total:	350 positions

17 employers responded to this question. 14 employers project their employment in this occupation will remain stable, 3 employers project their employment in this occupation will grow and none of the employers expect a decline over the next 24 months.

Of 17 responding employers: 10 promote to other management positions based on the size of the firm. The highest-level positions are:

- Director of Operations,
- District Manager,
- District Supervisor,
- Buyer, and
- President or CEO.



# General Office Clerks

OES Code: 553470

**Description:** General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined. Alternative Titles: Administrative Assistants, General Office Assistants, Office Assistants, Office Clerks, Office Coordinators, Records Clerks, Schedulers, Transcriptionists.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.00-\$9.00	\$7.04
New Hires, With Some Experience	\$5.75-\$10.64	\$7.87
Three Plus Years Of Experience With the Firm	\$7.00-\$12.66	\$9.21

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	52 %	26 %	4 %	0 %
Dental	30 %	22 %	9 %	22 %
Vision	22 %	9 %	9 %	43 %
Life Ins.	48 %	4 %	9 %	22 %
Sick Leave	57 %	0 %	0 %	26 %
Vacation	78 %	0 %	0 %	4 %
Retirement	22 %	39 %	9 %	13 %
Child Care	0 %	0 %	13 %	70 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	4 %	0 %	30 %
Dental	0 %	4 %	0 %	30 %
Vision	0 %	4 %	0 %	30 %
Life Ins.	0 %	4 %	0 %	30 %
Sick Leave	4 %	0 %	0 %	30 %
Vacation	13 %	0 %	0 %	22 %
Retirement	4 %	0 %	0 %	30 %
Child Care	0 %	0 %	0 %	35 %

Other employee benefits that may be offered include: 401(k) retirement plans.

### Union/Collective Bargaining

Yes. Of 23 responding employers: 2 report that their employees in this occupation are unionized, representing 28% of the workforce.

## Time Base and Hours Worked

	Employment Status and Average Weekly Hours	
	% Of Employees Surveyed	Hours Per Week
Full-Time	82%	40
Part-Time	13%	20
Temporary/On-Call	4%	17
Seasonal	1%	40

## Employer Requirements

### Education

Of 23 responding employers: 21 employers require at least a high school diploma or the equivalent, 2 employers will accept less than a high school diploma and 1 employer requires a two-year associate degree. None of the employers requires a four-year degree or graduate studies.

### Training

Of 21 responding employers: 10 employers will accept an average of 7 months training to replace experience in the occupation and 11 employers will not accept training to replace experience. Of 23 responding employers: 5 employers require and 5 employers prefer employees to have an average of 8 months of vocational training, while 13 employers so not require vocational training prior to employment.

### Experience

Of 23 responding employers: 9 employers require and 12 employers prefer employees to have an average of 10 months experience in this occupation, but 2 do not require experience in the occupation. Of 21 responding employers: 14 employers will accept an average of 10 months experience in related fields (retail sales, customer service, receptionist, accounting clerk) to replace experience in the occupation, while 9 will not accept any other occupational experience.

### License/Certification

None.

# General Office Clerks

## 23 Firms Responding Representing 147 Employees

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### Technical Skills

- May require accounting background
- General office procedures
- Computer knowledge

### Physical Skills

- Able to sit, stand, walk and climb for normal shift hours

### Personal or Other Skills

- Ability to work with others
- Ability to work under supervision
- Detail oriented

### Basic Skills

- Good reading and writing skills
- Able to follow all directions
- Good communication skills

### Computer Software Skills

- |                   |               |    |
|-------------------|---------------|----|
| ▪ Word Processing | MS Word       | 20 |
| ▪ Spreadsheet     | MS Excel      | 16 |
| ▪ Database        | Access        | 6  |
| ▪ Desktop Pub.    | MS Publishing | 0  |
| ▪ Other Programs: |               | 5  |

Ability to learn on-site systems, accounting programs such as: Quattro Pro, Quick Books and Microsoft Publishing.

### Employment Trends

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#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.67 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.93 on a scale of 4.00).

#### Recruitment Methods

Of 23 responding employers: 19 hire new employees based on current employee referrals, 14 employers hire through responses to newspaper ads and 12 employers hire by accepting walk-in applicants.

#### Annual Turnover

Employers responding to the survey report an 18.2% annual turnover rate.

#### Size of Occupation:

Very Large                      Range: 1150-1370 employees

#### Gender:

3% Male                      97% Female

### Where The Jobs Are

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#### The major employing industries include:

- Local government, excluding hospitals and education facilities,
- Elementary and secondary schools,
- Personnel supply services,
- Offices and clinics of medical doctors,
- Department stores,
- State government, excluding hospitals and education facilities,
- Federal government, and
- New and used car dealers.

### Projections

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#### Annual Job Growth Rate (times the average):

1.20, faster than average.

#### Number of New Hires in the Last Year: 33

Promotions:	16
Employees Leaving:	10
New Positions:	4
Temporary:	3

#### Projected Job Openings (Through 2004):

From Growth:	220 positions
From Separations:	250 positions
Total:	470 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 23 responding employers: 18 project their employment in this occupation will remain stable; 4 employers project their employment in this occupation will grow; and 1 employer projects that their employment in this occupation will decline.

### Other Information

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#### Promotional Opportunities

Of 23 responding employers: 17 promote from this occupation to other positions, such as:

- Supervisor,
- Office Manager,
- Account Clerk,
- Teller,
- Staff Coordinator, and
- Lead Bookkeeper.

# Guards and Watch Guards

OES Code: 630470

**Description:** Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

**Alternative Titles:** Campus Security, Casino Guards, Driver Custodians, Gate Attendants, Security Guards, Security Officers, Store Protection Specialists.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$8.00	\$6.33
New Hires, With Some Experience	\$6.00-\$11.73	\$7.00
Three Plus Years Of Experience With the Firm	\$6.00-\$12.48	\$9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	27 %	7 %	27 %
Dental	20 %	20 %	7 %	40 %
Vision	13 %	20 %	7 %	47 %
Life Ins.	20 %	20 %	0 %	47 %
Sick Leave	40 %	7 %	0 %	40 %
Vacation	53 %	7 %	0 %	27 %
Retirement	7 %	33 %	13 %	33 %
Child Care	0 %	0 %	0 %	87 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	7 %	20 %	0 %	53 %
Dental	0 %	20 %	0 %	60 %
Vision	0 %	20 %	0 %	60 %
Life Ins.	0 %	20 %	0 %	60 %
Sick Leave	13 %	7 %	0 %	60 %
Vacation	27 %	7 %	0 %	47 %
Retirement	7 %	7 %	7 %	60 %
Child Care	0 %	0 %	0 %	80 %

Other employee benefits that may be offered include: 401(k) retirement plans; cessation of life coverage.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 2 employers report that their employees in this occupation are unionized, representing 3% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	51%	37
Part-Time	38%	20
Temporary/On-Call	3%	11
Seasonal	8%	26

## Employer Requirements

### Education

Of 15 responding employers: 11 employers require a high school diploma or the equivalent and 4 employers will accept less than a high school education. None of the employers requires a two- or four- year degree.

### Training

Of 10 responding employers: 7 will accept an average of 9 months training to replace occupational experience and 3 employers will not accept training to replace occupational experience. Of 15 responding employers: 5 require employees to have an average of 4 months of vocational training, but 10 employers do not require vocational training prior to employment.

### Experience

Of 15 responding employers: 4 employers require and 6 employers prefer an average of 12 months experience in the occupation and 5 employers do not require experience in the occupation. Of 10 responding employers: 10 will accept an average of 15 months experience in related fields such as: service in the military or law enforcement to replace previous experience.

### License/Certification

The Bureau of Security and Investigative Services (State of California Department of Consumers Affairs) regulates employees in this occupation. Guards carrying firearms are required to obtain a Firearm Permit. The applicant's weapon(s) must be currently registered or licensed. The applicant must pass a range exam in addition to the following requirements. Guards who carry a weapon must obtain a Security Guard Registration from the Bureau. Guards who carry a baton are required to obtain a Baton Permit.

# Guards and Watch Guards

## 15 Firms Responding Representing 344 Employees

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All applicants must be 18 years of age, complete the Bureau-developed and approved training or program, pass a written test, and pass a criminal records background check through fingerprinting.

### Technical Skills

- Security training
- Crowd control
- Clean background check
- Possession of a clean Department of Motor Vehicles driving record
- Valid drivers license with insurance
- Must pass drug testing
- Follow safety procedures
- First aid and CPR training

### Physical Skills

- Ability to stand, walk, or run

### Personal or Other Skills

- Ability to work independently
- People and communication skills
- Aware of employers grooming standards
- Good customer service skills

### Basic Skills

- Able to read and follow instructions, directions
- Basic math knowledge
- Legible handwriting
- Reliability and honesty

### Computer Software Skills

- |                   |         |   |
|-------------------|---------|---|
| ▪ Word Processing | MS Word | 1 |
| ▪ Spreadsheet     |         | 0 |
| ▪ Database        |         | 0 |
| ▪ Desktop Pub.    |         | 0 |
| ▪ Other Programs: |         | 2 |

UNIX and on-site, work related programs.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.45 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 10 employers hire new employees based on the response to newspaper ads, 9 use current employees referrals and 7 hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 44.9% annual turnover rate.

### Size of Occupation:

Very Large                      Range: 400-380 employees

### Gender:

81% Male                      19% Female

## Where The Jobs Are

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### The major employing industries include:

- Miscellaneous business services (including private security guard services, detective agencies and armored car services), and
- Miscellaneous amusement and recreation services.

## Projections

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### Annual Job Growth Rate (times the average):

-0.31, slow decline in growth.

### Number of New Hires in the Last Year: 212

Promotions:	16
Employees Leaving:	124
New Positions:	32
Temporary:	40

### Projected Job Openings (Through 2004):

From Growth:	-20 positions
From Separations:	70 positions
Total:	50 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 11 employers project their employment in this occupation will remain stable, 4 project that their employment in this occupation will grow and none expect a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 9 out of 15 employers promote from this occupation to other positions, such as:

- Security Supervisor,
- Supervising Sergeant,
- Department Supervisor, and
- Site Supervisor.

# Hand Packers and Packagers

OES Code: 989020

**Description:** Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training.

**Alternative Titles:** Packaging/Shipping and Receiving Room Workers, Packer/Shipper, Inserters, Courtesy Clerks.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$7.79	\$7.00
New Hires, With Some Experience	\$6.25-\$10.25	\$7.25
Three Plus Years Of Experience With the Firm	\$6.25-\$12.83	\$8.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	18 %	0 %	29 %
Dental	24 %	12 %	6 %	35 %
Vision	6 %	0 %	0 %	71 %
Life Ins.	12 %	0 %	0 %	65 %
Sick Leave	24 %	6 %	0 %	47 %
Vacation	47 %	6 %	0 %	24 %
Retirement	6 %	12 %	0 %	59 %
Child Care	0 %	0 %	0 %	76 %

Other employee benefits that may be offered include: 401(k) retirement plans; profit sharing; paid holidays.

## Union/Collective Bargaining

Yes. Of 17 responding employers: 1 out of 17 responding employers report that their employees in this occupation are unionized, representing 22% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	51%	40
Part-Time	38%	26
Temporary/On-Call	6%	40
Seasonal	5%	11

## Employer Requirements

### Education

Of 17 responding employers: 7 employers require at least a high school diploma or the equivalent, while 10 employers do not require a high school diploma.

### Training

Of 17 responding employers: none of the employers require training. Of 5 responding employers: 1 will accept an average of 3 months of training to replace occupational experience, but 4 will not accept training to replace occupational experience.

### Experience

Of 17 responding employers: 2 employers require and 3 employers prefer an average of 5 months experience in this occupation, while 10 employers do not require experience in this occupation. Of 5 responding employers: 1 will accept an average of 6 months of any job experience to replace occupational experience and 4 employers will not accept any other occupational experience.

### License/Certification

None required.

### Technical Skills

- Good hand eye coordination
- Proper handling of customer packaging

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to sit continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Basic math – ability to measure and count
- Ability to read and follow instructions
- Ability to write legibly
- Oral communications skills

# Hand Packers and Packagers

17 Firms Responding Representing 171 Employees

## Computer Skills

▪ Word Processing	MS Word	2
▪ Spreadsheet skills	MS Excel	1
▪ Database	Access	2
▪ Desktop Publishing		0
▪ Other Programs:		4

Business related programs -name varies by company.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).

#### Recruitment Methods

Of 17 responding employers: 10 employers fill vacant positions through newspaper ads, 9 use the Employment Development Department to find employees and 8 use current employees' referrals or taking applications from walk-ins.

#### Annual Turnover

Employers responding to the survey report a 33.3% annual turnover rate.

#### Size of Occupation

Large Range: 200 – 230 employees

#### Gender:

29% Male 71% Female

## Where The Jobs Are

### The major employing industries include:

- Grocery Stores,
- Personnel Supply Services, and
- Retail Stores.

## Projections

### Annual Job Growth Rate (times the average):

1.07, average.

### Number of New Hires in the Last Year: 80

Promotions:	16
Employees Leaving:	35
New Positions:	18
Temporary:	11

### Projected Job Openings (1999- 2006):

From Growth:	30 positions
From Separations:	40 positions
Total:	70 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 13 employers project their employment in this occupation will remain stable, 4 project that their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 17 responding employers: 11 employers promote from this occupation to other positions, such as:

- Food Clerk,
- Sales Representative, and
- Supervisor/Manager.

# Heating, Air Conditioning, Refrigeration Mechanics and Installers

OES Code: 859020

**Description:** Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This description does not include workers who do only plumbing and pipefitting work.

**Alternative Titles:** Service Technicians, Journey-Level Service Technicians, Installers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00-\$10.00	\$7.50
New Hires, With Some Experience	\$8.00-\$16.54	\$14.00
Three Plus Years Of Experience With the Firm	\$13.00-\$21.00	\$18.00

Full-Time Benefits	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	33 %	33 %	7 %	27 %
Dental	20 %	7 %	7 %	67 %
Vision	7 %	7 %	0 %	87 %
Life Ins.	13 %	7 %	0 %	80 %
Sick Leave	13 %	0 %	0 %	87 %
Vacation	73 %	0 %	0 %	27 %
Retirement	20 %	33 %	13 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: Cafeteria-style benefit package, 401(k) with employer match.

## Union/Collective Bargaining

Yes. Of 15 responding employers: 2 employers report that their employees are unionized, representing 2% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours:

	% of Employees Surveyed	Hours Per Week
Full-Time	93%	40
Part-Time	3%	17
Temporary/On-Call	0%	0
Seasonal	4%	40

## Employer Requirements

### Education

Of 15 responding employers: 13 require at least a high school diploma or equivalent, but 2 do not require a high school diploma. None of the employers require either a two- or four-year degree.

### Training

Of 15 responding employers: 2 employers will accept an average of 9 months training to replace experience, while 13 will not accept training to replace experience. Of 15 responding employers: 10 require and 4 prefer an average of 27 months of technical or vocational training to substitute for occupational experience and 1 does not require training.

Note: Due to the many components that make up a heating and air-conditioning system and the sophistication of those systems, employers require technicians to have training. Basic installation, repair and maintenance classes are offered at trade and vocational schools, Community Colleges, and the Armed Forces. In unionized areas a 3 to 5-year apprenticeship consisting of classroom work and on-the-job training is completed.

### Experience

Of 15 responding employers: 11 require and 4 prefer an average of 34 months experience in this occupation. Of 14 responding employers: 4 accept an average of 27 months experience in related fields (plumbing, welding, electrical) to replace occupational experience, but 10 will not accept experience in any other occupation.

### License/Certification

Licensing in the profession is not required at this time. However, certification in proper handling of refrigerants is required. The EPA certification exams are administered by U.S. Environmental Protection Agency approved trade schools, unions, contractor associations or building groups.

### Technical Skills

- Welding skills
- Possession of a valid driver's license
- Bondable
- Understanding of circuit design
- Ability to read blueprints
- Cost estimating skills

# Heating, Air Conditioning, Refrigeration Mechanics and Installers

15 Firms Responding Representing 99 Employees

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- Sheet metal working skills
- Plumbing skills
- Pipefitting skills
- Soldering skills
- Problem solving skills
- Ability to install systems in residential and commercial locations
- Ability to read and understand building codes and regulations

## Physical Skills

- Ability to lift and move heavy pieces of equipment
- Ability to climb, crawl, bend and stoop
- Ability to work in awkward and cramped positions

## Personal or Other Skills

- Ability to work independently
- Ability to provide own hand tools
- Possession of a good DMV driving record
- Public contact skills

## Basic Skills

- Ability to write legibly
- Oral communication skills
- Basic math skills
- Ability to read and follow directions

## Computer Software Skills

- Word Processing MS Word 2
- Spreadsheet 1
- Database 1
- Desktop Publishing 0
- Other: 3

Programs specific to different brands of heating and A/C appliances, Winservice, CII.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00)

#### Recruitment Methods

Of 15 responding employers: 8 employers hire new employees through newspaper ads and from other sources including word of mouth, PIC, and industry

contacts, and 6 employers fill positions through applications from walk-ins.

#### Annual Turnover

Employers responding to the survey report a 24.1% annual turnover rate.

#### Size of Occupation:

Medium Range: 90 -100 employees

#### Gender:

96% Male 4% Female

## Where The Jobs Are

---

#### The major employing industries include:

- Plumbing, heating and air conditioning firms,
- General construction, and
- Community Colleges.

## Projections

---

#### Annual Job Growth Rate (times the average):

0.79, slower than average.

#### Number of New Hires in the Last Year: 37

Promotions: 2

Employees Leaving: 19

New Positions: 12

Temporary: 4

#### Projected Job Openings (1999-2006):

From Growth: 10 positions

From Separations: 10 positions

Total: 20 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 7 employers project their employment in this occupation will remain stable, 8 project their employment in this occupation will grow and none of the employers expects that their employment in this occupation will decline.

## Other Information

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#### Promotional Opportunities

Of 15 responding employers: 10 promote from this occupation to other positions, such as:

- Journey Technician,
- Shop Foreman or Foreperson, and
- Supervisor.



# Hosts, Hostesses – Restaurant, Lounge or Coffee Shop

OES Code: 650020

**Description:** Hosts, Hostesses – Restaurant, Lounge or Coffee Shop welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

Alternative Titles: Greeters.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$7.50	\$6.75
New Hires, With Some Experience	\$6.75-\$7.50	\$6.75
Three Plus Years Of Experience With the Firm	\$6.75-\$8.50	\$7.13

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	13 %	6 %	0 %	0 %
Dental	6 %	6 %	0 %	0 %
Vision	6 %	6 %	0 %	0 %
Life Ins.	0 %	6 %	0 %	0 %
Sick Leave	13 %	0 %	6 %	0 %
Vacation	19 %	0 %	13 %	0 %
Retirement	0 %	6 %	0 %	0 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include:  
AFLAC policy for major medical and tips.

## Union/Collective Bargaining

No. Of 16 responding employers: none report that their employees in this occupation are unionized.

## Time Base/ Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees <u>Surveyed</u>	Hours <u>Per Week</u>
Full-Time	77%	40
Part-Time	23%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 14 will accept less than a high school diploma and 2 require a high school diploma or the equivalent. None of the responding employers require a two-year associate degree (A.A.), a four-year bachelor degree (B.A.) or graduate studies.

### Training

Of 5 responding employers: 2 employers will accept an average of 2 months training to replace experience in the occupation and 3 will not accept training to replace experience in the occupation. Of 16 responding employers: only 1 prefers an average of 12 months of technical or vocational training, while 15 employers do not require any technical or vocational training.

### Experience

Of 16 responding employers: only 1 requires and 4 prefer an average of 6 months experience in the occupation, while 11 responding employers do not require experience in the occupation. Of 4 responding employers: 2 will accept an average of 7 months experience as a cashier, or in retail sales to substitute for previous experience and 2 employers will not accept other unrelated occupational experience.

### License/Certification

None.

### Technical Skills

- Ability to operate a cash register
- Ability to write effectively
- Cash handling skills
- Record keeping skills
- Supervisory skills

### Physical Skills

- Ability to stand continuously for 2 or more hours

### Personal or Other Skills

- Willingness to work with close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Customer service skills

# Hosts, Hostesses – Restaurant, Lounge or Coffee Shop

16 Firms Responding Representing 314 Employees

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## Basic Skills

- Oral communication skills
- Basic math skills
- Ability to read and follow directions
- Ability to write legibly

## Computer Skills

- |                      |   |
|----------------------|---|
| ▪ Word Processing    | 0 |
| ▪ Spreadsheet skills | 0 |
| ▪ Database           | 0 |
| ▪ Desktop Publishing | 0 |
| ▪ Other Programs:    | 1 |

Basic keyboarding skills to operate a cash register.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 12 fill vacant positions through walk-in applicants, 11 fill vacant positions from current employee referrals. 6 employers place ads in the newspaper or use other sources such as: word of mouth or customer referrals.

#### Annual Turnover

Employers responding to the survey report a 100% annual turnover rate.

#### Size of Occupation:

Medium                      Range: 150 – 170 employees

#### Gender:

35% Male                      65% Female

## Where The Jobs Are

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### The major employing industries include:

- Eating and drinking places,
- Amusement and recreation service, and
- Hotels and motels.

## Projections

---

### Annual Job Growth Rate (times the average):

0.95, average.

### Number of New Hires in the Last Year:                      379

Promotions:                      205

Employees Leaving:                      69

New Positions:                      105

Temporary:                      0

### Projected Job Openings (1999-2006):

From Growth:                      20 positions

From Separations:                      40 positions

Total:                      60 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 8 project that their employment in this occupation will remain stable, 8 project that their employment in this occupation will grow and none expect a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 16 responding employers, 15 promote from this occupation to other positions, such as:

- Cocktail Server,
- Waiter/Waitress, and
- Floor Manager.

# Hotel Desk Clerks

OES Code: 538080

**Description:** Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

**Alternative Titles:** Front Desk Associates, Front Desk Clerks, Guest Service Agents, Reservation Clerks.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$7.25	\$5.88
New Hires, With Some Experience	\$5.75-\$7.50	\$6.25
Three Plus Years Of Experience With the Firm	\$6.25-\$8.50	\$7.25

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	17 %	4 %	43 %
Dental	9 %	13 %	4 %	52 %
Vision	4 %	13 %	4 %	57 %
Life Ins.	17 %	9 %	4 %	48 %
Sick Leave	17 %	0 %	0 %	61 %
Vacation	35 %	4 %	4 %	35 %
Retirement	4 %	13 %	9 %	52 %
Child Care	0 %	0 %	0 %	78 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	4 %	4 %	4 %	61 %
Dental	4 %	9 %	0 %	61 %
Vision	0 %	9 %	0 %	65 %
Life Ins.	4 %	9 %	0 %	61 %
Sick Leave	9 %	0 %	0 %	65 %
Vacation	35 %	4 %	4 %	30 %
Retirement	0 %	9 %	4 %	61 %
Child Care	0 %	0 %	0 %	74 %

Other employee benefits that may be offered include: free rent and utilities, bereavement time off, reduced rental fees, 401(k) retirement plans and hotel discounts.

## Union/Collective Bargaining

No. Of 23 responding employers: none of the employers report their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	65%	40
Part-Time	31%	27
Temporary/On-Call	1%	16
Seasonal	3%	31

## Employer Requirements

### Education

Of 23 responding employers: 16 employers require at least a high school diploma or the equivalent, 7 employers do not require a high school diploma and none of the employees requires a two- or four-year degree.

### Training

Of 12 responding employers: 4 employers accept an average of 3 months training to replace previous work experience and 8 do not accept training to replace experience. Of 23 responding employers: 5 employers require that employees have an average of 3 months vocational training prior to employment, while 18 employers do not require employees to have any vocational training.

### Experience

Of 23 responding employers: 4 employers require and 8 employers prefer an average of 7 months experience in this occupation and 9 employers do not require experience in the occupation. Of 12 responding employers: 10 accept an average of 8 months experience in related fields (customer service, fast foods, office clerk, receptionist, retail clerk) to replace previous experience in the occupation and 2 employers will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Be familiar with business layout
- Safety procedures for personnel and guests
- Computer knowledge
- Money management skills
- Ability to follow billing procedures

# Hotel Desk Clerks

23 Firms Responding Representing 209 Employees

## Physical Skills

- Must be able to stand, walk, reach, stoop for shift hours
- Ability to lift up to 20 pounds

## Personal or Other Skills

- Understanding of different cultures
- Ability to handle crises situations
- Ability to work independently
- Good grooming
- Public relation skills

## Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills
- Good math skills

## Computer Software Skills

- |                   |          |    |
|-------------------|----------|----|
| ▪ Word Processing | MS Word  | 7  |
| ▪ Spreadsheet     | MS Excel | 2  |
| ▪ Database        | Access   | 2  |
| ▪ Desktop Pub.    |          | 0  |
| ▪ Other Programs: |          | 10 |

Motel-based program.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.68 on a scale of 4.00).

#### Recruitment Methods

Of 23 responding employers: 17 hire new employees by placing ads in newspapers, 15 hire based on referrals from current employees, and by accepting walk-in applications and 10 hire through job orders placed with the Employment Development Department.

#### Annual Turnover

Employers responding to the survey report a 27.5% annual turnover rate.

#### Size of Occupation:

Medium                      Range: 100-110 employees

#### Gender:

22% Male                      78% Female

## Where The Jobs Are

### The major employing industries include:

- Hotels and motels.

## Projections

### Annual Job Growth Rate (times the average):

0.63, slower than average.

### Number of New Hires in the Last Year: 64

Promotions: 6

Employees Leaving: 51

New Positions: 2

Temporary: 5

### Projected Job Openings (Through 2004):

From Growth: 10 positions

From Separations: 30 positions

Total: 40 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 23 responding employers: 22 project their employment in this occupation will remain stable, 1 employer projects that their employment in this occupation will decline and none expect growth over the next 24 months.

## Other Information

### Promotional Opportunities

Of 23 responding employers: 9 employers promote from this occupation to other positions, such as:

- Shift Managers,
- General Office Clerk,
- Night Auditor,
- Supervisor,
- Desk Supervisor,
- Day Manager, and
- Front Desk Manager.

# Human Service Workers

OES Code: 273080

**Description:** Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians. **Alternative Titles:** Case managers, Social Worker, Substance Abuse Counselor, Facility Manager, Family/Child Services Assistant.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$14.45	\$9.59
New Hires, With Some Experience	\$6.50-\$15.83	\$11.60
Three Plus Years Of Experience With the Firm	\$8.00-\$19.10	\$14.77

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	56 %	25 %	0 %	6 %
Dental	19 %	19 %	19 %	31 %
Vision	31 %	19 %	0 %	38 %
Life Ins.	44 %	6 %	13 %	25 %
Sick Leave	69 %	6 %	6 %	6 %
Vacation	69 %	6 %	0 %	13 %
Retirement	19 %	6 %	19 %	44 %
Child Care	0 %	0 %	0 %	88 %

Other employee benefits: Employer paid training and certification, paid holidays and insurance allowance.

## Union/Collective Bargaining

Yes. Of 16 responding employers: 2 employers report that the employees in this occupation are unionized, representing 52% of the workforce.

## Time Base / Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	86%	40
Part-Time	14%	21
Temporary/On-Call	0%	40
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 5 employers require at least a high school diploma or the equivalent, 1 does not require a high school diploma, 2 employers require a two-year Associate Degree, 6 require a two-year Bachelor Degree and 2 require graduate study.

### Training

Of 15 responding employers: 6 will accept an average of 19 months of training to replace occupational experience and 9 will not accept training to replace occupational experience. Of 16 responding employers: 10 require an average of 25 months technical or vocational training and 6 do not require vocational training.

### Experience

Of 16 responding employers: 10 employers require and 5 employers prefer an average of 18 months experience in this occupation. Of 15 responding employers: 7 will accept an average of 17 months experience in related fields such as: nursing, teaching, or social welfare worker to replace previous experience, but 10 will not accept other occupational experience.

### License/Certification

Yes, certification may be required depending upon the level of responsibility of the position. The Board of Behavioral Science Examiners regulates and licenses the practice of clinical social workers, marriage, family and child counselors and educational psychologists. Registration as an Associate or Intern may be required. Other educational requirements, fingerprint clearance and supervised training may also be required.

### Technical Skills

- Record keeping skills
- Knowledge of geriatrics
- Knowledge of veterans services
- Ability to treat substance abuse
- Knowledge of protective services for children and adults

# Human Service Workers

## 16 Firms Responding Representing 254 Employees

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- Ability to interview others for information
- Possession of a valid driver's license
- Ability to write effectively

### Physical Skills

- Ability to work long hours and some weekends
- Ability to help clients with daily needs

### Personal or Other Skills

- Understanding a variety of cultures
- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral Communication skills

### Computer Skills

- |                      |              |    |
|----------------------|--------------|----|
| ▪ Word Processing    | MS Word      | 12 |
| ▪ Spreadsheet skills | MS Excel     | 8  |
| ▪ Database           | Access       | 4  |
| ▪ Desktop Publishing | Desktop Pub. | 5  |
| ▪ Other Programs:    | N/A          | 0  |

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.40 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.70 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 11 employers fill vacant positions through newspaper ads, 9 fill positions through current employee referrals and 6 employers use in-house promotions or transfers to fill positions.

#### Annual Turnover

Employers responding to the survey report a 16.8 % annual turnover rate.

#### Size of Occupation:

Large                      Range: 160 – 240 employees

#### Gender:

31 % Male                      69 % Female

## Where The Jobs Are

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The major employing industries include:

- Individual and Family Social Services,
- Social Services, and
- Residential Care Facilities.

## Projections

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**Annual Job Growth Rate (times the average):**  
3.57, much faster than average.

#### Number of New Hires in the Last Year: 63

Promotions:	7
Employees Leaving:	32
New Positions:	22
Temporary:	2

#### Projected Job Openings (1999-2006):

From Growth:	80 positions
From Separations:	40 positions
Total:	120 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 8 employers project their employment in this occupation will remain stable, 7 employers project growth and 1 employer expects their employment in this occupation will decline over the next 24 months.

## Other Information

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#### Promotional Opportunities

Of 16 responding employers: 9 employers promote from this occupation to other positions, such as:

- Supervising Intake Worker,
- Program Manager/Director, and
- Regional Director.

# Instructional Aides

OES Code: 315211

**Description:** Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

**Alternative Titles:** Instructional Paraprofessional, Teacher's Aid, Educational Aid.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$7.20-\$9.01	\$8.28
New Hires, With Some Experience	\$7.94-\$10.00	\$9.10
Three Plus Years Of Experience With the Firm	\$7.94-\$13.11	\$9.74

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.25-\$9.00	\$7.40
New Hires, With Some Experience	\$6.50-\$10.00	\$7.92
Three Plus Years Of Experience With the Firm	\$7.00-\$11.00	\$8.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	20 %	7 %	7 %	33 %
Dental	13 %	7 %	7 %	33 %
Vision	13 %	7 %	7 %	33 %
Life Ins.	13 %	7 %	7 %	20 %
Sick Leave	33 %	0 %	40 %	13 %
Vacation	33 %	0 %	33 %	7 %
Retirement	7 %	7 %	7 %	33 %
Child Care	7 %	7 %	0 %	7 %

Other employee benefits: Paid holidays.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 8 report that their employees in this occupation are unionized, representing 84% of the workforce.

## Time Base / Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	12%	30
Full-Time (35 or more hrs.)	3%	40
Part-Time	85%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 15 employers require at least a high school diploma or the equivalent. None of the employers require a two- or four-year degree.

### Training

Of 9 responding employers: 4 will accept an average of 8 months of training to replace experience and 5 will not accept training to replace experience. Of 15 responding employers: 3 require and 1 prefer an average of 11 months vocational training to replace occupational experience and 11 employers will not accept vocational training to replace experience.

### Experience

Of 15 responding employers: 2 require and 7 prefer an average of 11 months experience in this occupation, while 8 employers do not require experience in this occupation. Of 9 responding employers: 4 will accept an average of 9 months of experience in related fields such as: day care worker to replace previous experience, but 5 employers will not accept any other previous experience.

### License/Certification

A State mandated license is not required; however state law requires applicants to obtain a certificate of proficiency from the County Office of Education by passing a test in basic reading, language and math.

### Technical Skills

- Ability to apply teaching techniques
- Knowledge of early childhood development
- Ability to operate audiovisual equipment
- Oral reading

# Instructional Aides

15 Firms Responding Representing 223 Employees

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- Musical and art skills
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of an Early Childhood Development Certificate
- Ability to write effectively
- Ability to type at least 45 wpm

## Physical Skills

- Pass a pre-employment physical examination

## Personal or Other Skills

- Understanding a variety of cultures
- Ability to handle crisis situations
- Willingness to work under close supervision
- Ability to work independently
- Ability to exercise patience

## Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication

## Computer Skills

- Word Processing MS Word 6
- Spreadsheet skills MS Excel 2
- Database Access 2
- Desktop Publishing Desktop Pub. 2
- Other Programs: 2

Knowledge of educational software programs.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.83 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 12 employers fill vacant positions through ads placed in the newspaper, 8 hire through current employees' referrals and 6 hire new employees based on school or program referrals.

#### Annual Turnover

Employers responding to the survey report a 15.2% annual turnover rate.

#### Size of Occupation:

Very Large Range: 700-750 employees

#### Gender:

4% Male 96% Female

## Where The Jobs Are

---

#### The major employing industries include:

- Elementary and Secondary Schools, and
- Child Day Care Services.

## Projections

---

#### Annual Job Growth Rate (times the average):

0.51, slower than average.

#### Number of New Hires in the Last Year: 44

Promotions: 3  
Employees Leaving: 29  
New Positions: 12  
Temporary: 0

#### Projected Job Openings (1999-2006):

From Growth: 50 positions  
From Separations: 60 positions  
Total: 130 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 12 employers project that their employment in this occupation will remain stable, 1 projects their employment in this occupation will grow and 2 project their employment in this occupation will decline over the next 24 months.

## Other Information

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#### Promotional Opportunities

Of 15 responding employers: 4 promote from this occupation to other positions, such as:

- Secretary,
- Preschool Teacher, or
- Teacher/Instructor (with appropriate credentialing).



# Janitors and Cleaners- except Maids and Housekeeping Cleaners

OES Code: 670050

**Description:** Janitors and Cleaners except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers.

**Alternative Titles:** Custodian, Janitor/Maintenance.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$9.52-\$9.99	\$9.76
New Hires, With Some Experience	\$10.08-\$11.48	\$10.46
Three Years Plus Experience With the Firm	\$11.00-\$12.69	\$11.66

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.75-\$7.50	\$7.00
New Hires, With Some Experience	\$6.75-\$9.00	\$7.50
Three Years Plus Experience With the Firm	\$7.00-\$10.00	\$8.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	20 %	0 %	20 %
Dental	27 %	20 %	0 %	20 %
Vision	27 %	20 %	0 %	20 %
Life Ins.	20 %	20 %	0 %	27 %
Sick Leave	40 %	7 %	0 %	20 %
Vacation	53 %	7 %	0 %	7 %
Retirement	20 %	20 %	7 %	20 %
Child Care	0 %	0 %	0 %	67 %

Other employee benefits that may be offered include:  
Profit sharing.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 4 report that their employees in this occupation are union, representing 43% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	57%	40
Part-Time	42%	22
Temporary/On-Call	1%	15
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 7 employers require at least a high school diploma or the equivalent, but 8 do not require a high school diploma. None of the employers requires a two-year associate degree (A.A.), a four-year bachelor degree (B.A./B.S.) or graduate study.

### Training

Of 10 responding employers: 3 accept an average of 16 months training to replace experience and 7 will not accept training to replace experience. Of 15 responding employers: none require any technical or vocational training prior to employment.

### Experience

Of 15 responding employers: 3 require and 7 prefer an average of 16months experience in the occupation and 5 do not require experience in the occupation. Of 10 responding employers: 3 will accept an average of 14 months experience in carpentry or maintenance to replace occupational experience and 7 will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Painting skills
- Possession of a valid driver's license
- Ability to shampoo carpets
- Bondable
- Ceramic or floor tile repair skills
- Lawn and garden care skills
- Ability to operate floor polishing equipment

### 15 Firms Responding Representing 92 Employees

- Occupation Surveyed: 2002

# Laborers, Landscaping and Groundskeeping

OES Code: 790410

**Description:** Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stonemasons.

**Alternative Titles:** Gardener/Greens Keeper, Laborer Landscaping, Grounds-persons, Nursery Laborers.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$8.83-\$8.83	\$8.83
New Hires, With Some Experience	\$11.00-\$11.54	\$11.24
Three Plus Years Of Experience With the Firm	\$11.87-\$15.00	\$13.38

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.25-\$8.00	\$7.25
New Hires, With Some Experience	\$7.00-\$9.00	\$8.00
Three Plus Years Of Experience With the Firm	\$8.00-\$10.42	\$9.75

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	23 %	23 %	8 %	46 %
Dental	23 %	8 %	0 %	69 %
Vision	15 %	8 %	0 %	77 %
Life Ins.	23 %	8 %	0 %	69 %
Sick Leave	38 %	0 %	0 %	62 %
Vacation	62 %	0 %	0 %	38 %
Retirement	0 %	23 %	8 %	69 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits: AFLAC Insurance.

### Union/Collective Bargaining

Yes. Of 13 responding employers: 3 report that their employees in this occupation are unionized, representing 29% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	3%	20
Temporary/On-Call	0%	0
Seasonal	2%	40

## Employer Requirements

### Education

Of 13 responding employers: 9 require at least a high school diploma or the equivalent, but 4 will accept less than a high school diploma.

### Training

Of 8 responding employers: 3 will accept an average of 5 months of training. Of 13 responding employers: 1 requires an average of 24 months vocational training, while 12 employers require no vocational training prior to employment.

### Experience

Of 13 responding employers: 3 require and 5 prefer an average of 16 months experience in this occupation, but 5 do not require experience in the occupation. Of 8 responding employers: 3 will accept an average of 12 months experience in related fields to substitute for experience, but 5 will not accept any unrelated occupational experience.

### License/Certification

There is no state licensing for landscapers, however state certification may be required for landscape or groundskeeping workers who apply pesticides, herbicides or fungicides. The state-mandated certificate may be obtained by passing a Qualified Applicator Certificate test in the appropriate category.

### Technical Skills

- Knowledge of horticulture
- Lawn and garden care skills
- Pruning skills
- Plumbing repair skills
- Knowledge of gardening tools

# Laborers, Landscaping and Groundskeeping

15 Firms Responding Representing 122 Employees

- Able to operate tractors
- Knowledge of pesticides and herbicides
- Sprinkler system installation and repair skills

## Physical Skills

- Ability to lift at least 75 pounds repeatedly
- Ability to work outdoors in all types of weather
- Ability to bend, lift, and stoop

## Personal or Other Skills

- Possession of a valid driver's license
- Possession of a reliable vehicle
- Willingness to work under close supervision
- Public contact skills

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communication skills

## Computer Skills

- |                      |       |
|----------------------|-------|
| ▪ Word Processing    | 0     |
| ▪ Spreadsheet skills | 0     |
| ▪ Database           | 0     |
| ▪ Desktop Publishing | 0     |
| ▪ Other Programs:    | N/A 0 |

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4.00).

#### Recruitment Methods

Of 13 responding employers: 11 employers fill vacant positions through current employees' referrals, 9 find staff through ads placed in the newspaper and 6 fill positions through taking applications from walk-ins.

#### Annual Turnover

Employers responding to the survey report a 27.1% annual turnover rate.

## Size of Occupation

Very Large Range: 560 – 630 employees

## Gender:

96% Male 4% Female

## Where The Jobs Are

### The major employing industries include:

- Amusement and Recreational Service,
- Landscape and Horticultural Service,
- Local Government, and
- Residential and Building Construction.

## Projections

### Annual Job Growth Rate (times the average):

0.89, slower than average.

### Number of New Hires in the Last Year: 39

Promotions:	3
Employees Leaving:	29
New Positions:	4
Temporary:	3

### Projected Job Openings (1999-2006):

From Growth:	70 positions
From Separations:	130 positions
Total:	200 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 13 responding employers: 8 employers project their employment in this occupation will remain stable, 5 employers project their employment in the occupation will grow and none of the employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, such as:

- Crew Leader,
- Lead groundskeeper, and
- Landscape Supervisor.

# Legal Secretaries

OES Code: 551020

**Description:** Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and many review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

Alternative Titles: Legal Assistants.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.90-\$11.51	\$ 7.50
New Hires, With Some Experience	\$8.00-\$15.45	\$12.31
Three Plus Years Of Experience With the Firm	\$9.50-\$17.26	\$14.88

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	81 %	13 %	0 %	0 %
Dental	31 %	13 %	6 %	44 %
Vision	25 %	0 %	6 %	63 %
Life Ins.	38 %	6 %	6 %	44 %
Sick Leave	75 %	6 %	0 %	13 %
Vacation	81 %	6 %	0 %	6 %
Retirement	31 %	31 %	13 %	19 %
Child Care	0 %	0 %	13 %	81 %

Other employee benefits that may be offered include: cafeteria plans and separate IRA account and annual bonuses.

### Union/Collective Bargaining

Yes. Of 16 responding employers: 2 employers report that their employees in this occupation are unionized, representing 26% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees	Weekly Hours
Full-Time	89%	39
Part-Time	11%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 12 require at least a high school diploma or the equivalent and none will accept less than a high school diploma. 4 employers require a two-year associate degree (A.A.) and none require either a four-year bachelor degree (B.A.) or graduate studies.

### Training

Of 14 responding employers: 3 will accept an average of 18 months training to replace experience in the occupation, but 11 will not accept training to replace experience. Of 16 responding employers: 1 requires and 4 prefers employees to have an average of 24 months technical or vocational training, but 11 employers do not require any technical or vocational training.

### Experience

Of 16 responding employers: 13 require and 1 employer prefers an average of 22 months of experience in the occupation, but 2 do not require experience in the occupation. Of 11 responding employers: 4 accept an average of 18 months experience in related fields to substitute for previous experience, while 7 do not accept experience in other occupations.

### License/Certification

Licensing is not required, however certification is available from the National Association for Legal Secretaries (NALS). To become certified as an Accredited Legal Secretary (ALS) the experienced legal office professional needs to have: at least one-year of legal office experience, completed approved training courses and pass the examination given by NALS. Contact information: NALS, Inc., 314 East 3<sup>rd</sup> Street, Suite 210, Tulsa, OK, 74120.

Legal Secretaries International also offers a Legal Secretary Specialist (CLSS) certificate that is based on five years of experience, a detailed background in civil trial, real estate, probate, and/or business law and passing an examination. Contact information: Legal Secretaries International, 8902 Sunnywood Dr., Houston, TX, 77088-3729

### 16 Firms Responding Representing 66 Employees

# Licensed Vocational Nurses

OES Code: 325050

**Description:** Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

**Alternative Titles:** LVN

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$9.58-\$14.52	\$11.24
New Hires, With Some Experience	\$9.50-\$14.52	\$12.25
Three Plus Years Of Experience With the Firm	\$6.00-\$16.00	\$14.25

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	25 %	69 %	0 %	6 %
Dental	19 %	56 %	6 %	19 %
Vision	13 %	44 %	13 %	31 %
Life Ins.	25 %	31 %	13 %	31 %
Sick Leave	75 %	0 %	0 %	25 %
Vacation	88 %	0 %	0 %	13 %
Retirement	13 %	50 %	13 %	25 %
Child Care	0 %	0 %	0 %	100 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	25 %	6 %	25 %
Dental	0 %	25 %	6 %	25 %
Vision	6 %	19 %	0 %	31 %
Life Ins.	6 %	19 %	0 %	31 %
Sick Leave	25 %	0 %	0 %	31 %
Vacation	38 %	0 %	0 %	19 %
Retirement	6 %	19 %	0 %	31 %
Child Care	0 %	0 %	0 %	56 %

Other employee benefits: 401(k) retirement plans; 12 personal days a year (instead of receiving sick leave).

## Union/Collective Bargaining

Yes. Of 16 responding employers: 2 report that their employees in this occupation are unionized, representing 21% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	32
Full-Time (35 hrs. or more)	71%	39
Part-Time	16%	22
Temporary/On-Call	13%	28
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 16 employers require at least a high school diploma or the equivalent, 7 responding employers require a two-year associate degree and none requires a four-year degree.

### Training

Of 12 responding employers: 5 employers accept an average of 20 months training to replace occupational experience, but 7 do not accept training to replace experience. Of 16 responding employers: 14 employers require that employees have an average of 23 months vocational training and 2 employers do not require vocational training prior to employment.

### Experience

Of 16 responding employers: 4 employers require and 8 employers prefer an average of 12 months experience in the occupation and 4 do not require experience in the occupation. Of 12 responding employers: only 2 employers accept an average of 12 months experience in related fields (medical assistant, certified nurse's aide) to replace previous experience in the occupation, while 10 employers will not accept any other occupational experience prior to employment.

### License/Certification

Employees are required to obtain a Licensed Vocation Nurse license from the Board of Vocational Nursing and Psychiatric Technicians (State of California Department of Consumers Affairs). An applicant must pass an examination, undergo a fingerprint check and meet one of the following experience requirements: 1) Graduate from an accredited California school of vocational nursing; 2) Graduate from an out-of-state school of vocational nursing; 3) Have military nursing experience; 4) Graduate from an approved California school of vocational nursing and have 36 months of paid experience; or, 5) the equivalent education or experience.

### Technical Skills

- Knowledge of prescribed medicine, injections
- Accurate charting of patients vital signs
- Ability to draw blood
- Ability to insert intravenous fluids
- Awareness of patients condition and act accordingly
- Ability to change surgery dressings when necessary
- Ability to follow doctors' orders
- Ability to care for all conditions of patients

# Licensed Vocational Nurses

16 Firms Responding Representing 250 Employees

- Working knowledge of medical terminology
- Aware of proper techniques for moving and transferring patients
- Knowledge of evacuation routes
- Aware of proper preparation of deceased patients
- Working knowledge of life saving techniques
- Aware of all patients' confidentiality

## Physical Skills

- Knowledge in the proper lifting of patients
- Able to stand, walk, run, stoop, lift, and sit during shift hours

## Personal or Other Skills

- Ability to handle stressful situations
- Ability to work flexible schedules
- Excellent caring and sympathetic attitude
- Able to pay attention to details
- Keeping up to date on training and education
- Ability to work independently
- Ability to interact well with others
- Always aware of safety procedures for self, patients and co-workers

## Basic Skills

- Basic math skills
- Able to read and follow detailed instructions or directions
- Able to write legibly
- Good communications skills

## Computer Software Skills

- Word Processing MS Word 2
- Spreadsheet 0
- Database 0
- Desktop Pub. 0
- Other Programs: (On-site system) 1

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 15 hire new employees based on the response to newspaper ads, 9 employers hire by accepting walk-in applicants and 7 employers hire based on current employees' referrals.

## Annual Turnover Rate

Employers responding to the survey report a 33.8% annual turnover rate.

## Size of Occupation:

Large Range: 250-290 employees

## Gender Ratio:

16% Male 84% Female

## Where The Jobs Are

### The major employing industries include:

- Nursing and personal care facilities,
- Hospitals, and
- Home health care services.

## Projections

### Annual Job Growth Rate (times the average):

1.01, average growth.

### Number of New Hires in the Last Year: 95

Promotions: 6

Employees Leaving: 73

New Positions: 16

Temporary- On Call: 0

### Projected Job Openings (Through 2004):

From Growth: 40 positions

From Separations: 40 positions

Total: 80 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 10 employers project their employment in the occupation will remain stable, 6 employers project their employment will grow and none expect a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 16 responding employers: 9 employers promote from this occupation to other positions, such as:

- Registered Nurse,
- Staff Coordinator,
- Director of Staff Development, and
- Quality Assurance Coordinator.



# Loan Officers and Counselors

OES Code: 211080

**Description:** Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. Includes such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

**Alternate Titles:** Consumer or Commercial Lending Officer, Mortgage Consultant, Loan Representative, Personal Finance Representative.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.50-\$14.38	\$11.51
New Hires, With Some Experience	\$8.30-\$23.01	\$13.40
Three Plus Years Of Experience With the Firm	\$8.59-\$37.40	\$18.51

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	81 %	13 %	6 %
Dental	0 %	81 %	6 %	13 %
Vision	0 %	81 %	6 %	13 %
Life Ins.	13 %	69 %	6 %	13 %
Sick Leave	50 %	25 %	0 %	25 %
Vacation	63 %	19 %	0 %	19 %
Retirement	6 %	69 %	6 %	19 %
Child Care	0 %	6 %	13 %	81 %

Other employee benefits that may be offered include:  
Bonuses based on percentage of sales.

## Union/Collective Bargaining

None. Of 16 responding employers: none report that their employees in this occupation are union.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	6%	31
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 9 employers require at least a high school diploma or the equivalent and 1 employer will accept less than a high school diploma. 3 employers require a two-year associate degree (A.A.), 3 require a four-year bachelor degree (B.A.) in finance, economics, or business and none require completion of graduate studies.

### Training

Of 13 responding employers: 3 will accept an average of 20 months of training to replace experience in the occupation and 10 employers do not accept training to replace experience in the occupation. Of 16 responding employers: 4 employers require and 4 prefer that employees have an average of 27 months technical or vocational training in accounting, finance or business and 8 employers do not require any technical or vocational training.

### Experience

Of 16 responding employers: 5 require and 8 prefer employees to have an average of 27 months experience in the occupation, but 3 do not require experience in the occupation. Of 13 responding employers: 9 will accept an average of 21 months occupational experience in related fields including sales and 4 employers will not accept any other occupational experience.

### License/Certification

Although a license is not required in this occupation, a Real Estate License may be helpful. Certificates may be available from banking-related associations and/or private schools for taking courses or programs designed for experienced loan officers as well as those interested in staying current on laws and regulations affecting the industry.

### Technical Skills

- Ability to apply sales techniques
- Business Math skills
- Ability to write effectively
- Possession of a California Real Estate sales license
- Ability to interview others for information

# Loan Officers and Counselors

16 Firms Responding Representing 72 Employees

- Knowledge of government loan procedures
- Understanding conventional loans
- Understanding of mortgage banking
- Ability to handle credit and collections
- Understanding of regulations affecting financial institutions
- Ability to analyze statistics
- Record keeping skills
- Report writing skills

## Personal or Other Skills

- Willingness to work under close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Ability to think logically

## Basic Skills

- Oral communication skills
- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly

## Computer Software Skills

- Word processing MS Word/Office 12
- Spreadsheet MS Excel 9
- Database Access 5
- Desktop Publishing Desktop Pub. 2
- Other Programs: 4

FISERV, Real Estate System, and specialized loan industry programs.

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.40 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.36 on a scale of 4.00).

### Recruitment Methods

16 employers responded to this question. 9 employers fill vacant positions based on responses to newspaper ads and from current employee referrals; and 8 employers fill positions through in-house promotions or transfers.

### Annual Turnover

Employers responding to the survey report a 7.0% annual turnover rate.

### Size of Occupation:

Medium Range: 100 – 120

### Gender:

40% Male 60% Female

## Where The Jobs Are

### The major employing industries include:

- Mortgage Bankers and Brokers, and
- Commercial Banks

## Projections

### Annual Job Growth Rate (times the average):

1.43, faster than average.

### Number of New Hires in the Last Year: 19

Promotions: 1

Employees Leaving: 3

New Positions: 15

Temporary: 0

### Projected Job Openings (1999-2006):

From Growth: 20 positions

From Separations: 20 positions

Total: 40 positions

### Employer Projected Occupation Growth (Over the next 24 months):

16 employers responded to this question. 7 employers project their employment in this occupation will remain stable, 9 employers project their employment to grow in the occupation and none of the employers project a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 16 responding employers: 13 promote from this occupation to other positions, such as:

- Senior Lender,
- Lending Department Manager/Supervisor,
- Branch Manager, and
- District Manager.

# Maids and Housekeeping Cleaners

OES Code: 670020

**Description:** Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

**Alternative Titles:** Environmental Technicians, Housekeepers, Room Attendants, Unit Assistant Housekeeper.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$7.42	\$6.00
New Hires, With Some Experience	\$5.75-\$7.42	\$6.00
Three Plus Years Of Experience With the Firm	\$6.00-\$8.50	\$7.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	37 %	11 %	5 %
Dental	11 %	21 %	21 %	11 %
Vision	5 %	21 %	16 %	21 %
Life Ins.	21 %	21 %	16 %	5 %
Sick Leave	37 %	0 %	0 %	26 %
Vacation	47 %	0 %	0 %	16 %
Retirement	16 %	16 %	16 %	16 %
Child Care	0 %	0 %	0 %	63 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	5 %	5 %	11 %	53 %
Dental	5 %	11 %	5 %	53 %
Vision	0 %	11 %	5 %	58 %
Life Ins.	5 %	11 %	5 %	53 %
Sick Leave	16 %	0 %	0 %	58 %
Vacation	32 %	0 %	0 %	42 %
Retirement	5 %	5 %	11 %	53 %
Child Care	0 %	0 %	0 %	74 %

Other employee benefits that may be offered include: 401(k) retirement plans; free rent and utilities; reduced rental fees; and bereavement time off.

## Union/Collective Bargaining

No. Of 19 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	3%	32
Full-Time (35 hrs. or more)	27%	40
Part-Time	62%	28
Temporary/On-Call	6%	20
Seasonal	3%	15

## Employer Requirements

### Education

Of 19 responding employers: 9 employers require at least a high school diploma or the equivalent, while 10 employers will accept less than a high school diploma. None of the employers requires a two- or four-year degree.

### Training

Of 19 responding employers: 16 employers do not require any training prior to employment, but 3 require an average of 2 months "on-the-job" training prior to employment. Of 9 responding employers: 3 employers accept an average of 2 months training to replace experience in the occupation, and 6 will not accept training to replace experience.

### Experience

Of 19 responding employers: 1 requires and 8 prefer an average of 5 months experience in the occupation. Of 9 responding employers: 7 employers will accept an average of 5 months experience in related fields (private home care, retail clerks, fast food, janitorial) to be substituted for previous experience and 2 will not accept any other experience.

### License/Certification

None.

### Technical Skills

- Understanding of cleaning compounds and solutions
- Knowledge of work safety procedures
- Able to use commercial electric cleaning equipment

# Maid and Housekeeping Cleaners

19 Firms Responding Representing 515 Employees

## Physical Skills

- Ability to stand, walk, bend, stoop, reach, push, pull and lift
- Ability to move furniture around
- Ability to remove and re-hang curtains or drapes
- Ability to work at a rapid pace

## Personal or Other Skills

- Ability to work independently
- Ability to pay attention to detail
- Friendly and helpful to guest or patient requests
- Reliable, dependable and honest

## Basic Skills

- Ability to read and follow instructions and directions
- Ability to follow oral instructions

## Computer Software Skills

- |                   |                  |
|-------------------|------------------|
| ▪ Word Processing | 0                |
| ▪ Spreadsheet     | 0                |
| ▪ Database        | 0                |
| ▪ Desktop Pub.    | 0                |
| ▪ Other Programs: | On-site system 1 |

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.47 on a scale of 4.00).

### Recruitment Methods

Of 19 responding employers: 17 employers hire new employees by accepting walk-in applicants, 15 hire new employees based on from current employees' referrals and 12 hire new employees based on the response to newspaper ads.

### Annual Turnover Rate

Employers responding to the survey report a 35.7% annual turnover rate.

### Size of Occupation:

Very Large Range: 570-640 employees

### Gender:

9% Male 91% Female

## Where The Jobs Are

### The major employing industries include:

- Hotels and motels,
- Services to buildings,
- Miscellaneous personal services, and
- Nursing and personal care facilities.

## Projections

### Annual Job Growth Rate (times the average):

0.77, slower than average.

### Number of New Hires in the Last Year: 225

Promotions:	52
Employees Leaving:	127
New Positions:	14
Temporary:	32

### Projected Job Openings (Through 2004):

From Growth:	70 positions
From Separations:	80 positions
Total:	150 positions

### Employer Projected Occupation Growth (Over the next 2 years):

Of 19 responding employers: 17 employers project their employment in this occupation will remain stable, 1 projects growth in this occupation and 1 projects that their employment will decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 19 responding employers: 10 promote from this occupation to other positions, such as:

- Head Housekeeper,
- Housekeeping Supervisor,
- Guest Services Representative,
- Front Desk Associate, and
- Desk Clerk.

# Maintenance Repairers – General Utility

OES Code: 851320

**Description:** General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment, installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

**Alternative Titles:** Maintenance Worker, Apartment Maintenance/Manager, Facilities Custodian, Mechanic.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$11.28-\$19.18	\$12.89
Three Plus Years Of Experience With the Firm	\$11.28-\$19.18	\$15.64

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$6.25-\$10.30	\$7.00
New Hires, With Some Experience	\$6.25-\$10.70	\$9.52
Three Plus Years Of Experience With the Firm	\$7.00-\$19.18	\$11.43

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	27 %	0 %	20%
Dental	33 %	13 %	7 %	40 %
Vision	33 %	13 %	7 %	40 %
Life Ins.	40 %	20 %	0 %	33 %
Sick Leave	53 %	0 %	0 %	40 %
Vacation	87 %	0 %	0 %	7 %
Retirement	60 %	0 %	0 %	33 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits: Paid holidays and long-term disability insurance.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 4 report that their employees in this occupation are unionized, representing 41% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	84%	39
Part-Time	15%	29
Temporary/On-Call	0%	0
Seasonal	1%	40

## Employer Requirements

### Education

Of 15 responding employers: 10 require at least a high school diploma or the equivalent, 4 employers will accept less than a high school diploma and 1 out employer requires a two-year Associate Degree.

### Training

Of 13 responding employers: 1 will accept an average of 6 months training to replace work experience, but 12 will not accept training to replace experience. Of 15 responding employers: 2 require and 4 prefer an average of 17 months of vocational training in plumbing, carpentry and electrical skills.

### Experience

10 out Of 15 responding employers: 10 require and 3 prefer an average of 20 months experience in this occupation. Of 15 responding employers: 4 will accept an average of 14 months experience in related fields to be substituted for previous experience, but 11 will not accept experience in any other occupation.

### License/Certification

None required.

# Maintenance Repairers – General Utility

15 Firms Responding Representing 188 Employees

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## Technical Skills

- Swimming pool maintenance
- Record keeping skills
- Ability to read blueprints
- Ability to operate power tools
- Ability to repair and install heating and air conditioning systems
- Ability to do cement work
- Arc and gas welding
- Painting
- Carpentry
- Electrical repair
- Plumbing repair

## Physical Skills

- Ability to lift at least 50 pounds repeatedly
- Manual dexterity
- Ability to work outside in all types of weather

## Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work under close supervision
- Ability to work independently

## Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication skills

## Computer Skills

- Word Processing MS Word 2
- Spreadsheet skills 0
- Database 0
- Desktop Publishing 0
- Other Programs: 2

Familiar with programs used in the workplace.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.50 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 11 employers fill vacant positions through newspaper ads, 8 use current employees' referrals and 7 accept applications from walk-ins.

## Annual Turnover

Employers responding to the survey report an 11.8% annual turnover rate.

## Size of Occupation:

Very Large Range: 690 – 730 employees

## Gender:

91 % Male 9 % Female

## Where The Jobs Are

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### The major employing industries include:

- Elementary and Secondary Schools,
- Eating and Drinking Places,
- Local Government, and
- Hotels and Motels.

## Projections

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### Annual Job Growth Rate (times the average):

0.41, slower than average growth.

### Number of New Hires in the Last Year: 39

Promotions: 1  
Employees Leaving: 19  
New Positions: 19  
Temporary: 0

### Projected Job Openings (1999-2006):

From Growth: 40 positions  
From Separations: 110 positions  
Total: 150 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 12 employers project their employment in this occupation will remain stable; 3 employers project growth and none of the employers expects a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 8 promote from this occupation to other positions, such as:

- Lead worker, and
- Maintenance Supervisor.

# Medical Assistants

OES Code: 660050

**Description:** Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

**Alternative Titles:** Certified Medical Assistants, Back Office Medical Assistants, Clinical Assistants.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$8.00-\$10.00	\$ 8.45
New Hires, With Some Experience	\$8.00-\$12.00	\$10.00
Three Plus Years Of Experience With the Firm	\$9.21-\$14.00	\$12.00

Benefits	Employer Pays All	Shared Cost	Employee Pays All	Not Provided
Medical	62 %	38 %	0 %	0 %
Dental	31 %	19 %	6 %	44 %
Vision	37 %	19 %	0 %	44 %
Life Ins.	56 %	6 %	0 %	38 %
Sick Leave	88 %	0 %	0 %	12 %
Vacation	100 %	0 %	0 %	0 %
Retirement	75 %	13 %	6 %	6 %
Child Care	6 %	6 %	0 %	88 %

Other employee benefits that may be offered include: 401(k) retirement plan and cafeteria plan.

### Union/Collective Bargaining

Yes. Of 16 responding employers: 1 employer reports that their employees in this occupation are union, representing 7% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Responding Employers	Hours Per Week
Full-Time (under 35 hrs.)	17%	32
Full-Time (35 hrs. or more)	68%	40
Part-Time	15%	24
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 12 employers require at least a high school diploma or the equivalent and none will accept less than a high school diploma. 4 employers require a two-year associate degree (A.A.) and none require a four-year bachelor degree (B.A. / B.S.) or graduate studies.

### Training

Of 13 responding employers: 7 will accept an average of 12 months training in medical assisting to replace experience in the occupation and 6 will not accept training to replace experience. Of 16 responding employers: 7 require and 4 prefer an average of 12 months of technical or vocational training and 5 employers do not require technical or vocational training.

### Experience

Of 16 responding employers: 10 require and 3 prefer an average of 16 months experience in the occupation and 3 do not require experience in the occupation. Of 11 responding employers: 4 will accept an average of 11 months of other occupational experience, as a front office assistant or Certified Nurse Assistant (CNA) to substitute for occupational experience and 7 will not accept any other occupational experience.

### License/Certification

Medical Assistants are certified by passing an examination. The experience requirements include ten hours of training and ten performances of injections (intradermal, subcutaneous, and intramuscular), blood withdrawal and skin testing. The supervising physician or clinic representative is required to be on the premises and to have documentation for completion of training for the medical assistant. For further information concerning certification contact: the American Association of Medical Assistants at (800) 228-2262 or the American Medical Technologist Association at (800) 275-1268.

### Technical Skills

- Ability to apply sterilization techniques
- Blood drawing skills
- Ability to administer injections

# Medical Assistants

16 Firms Responding Representing 117 Employees

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- Ability to administer an electro-cardiograph (EKG) test
- Telephone answering skills
- Ability to complete and explain medical insurance forms
- Ability to transcribe medical records and reports
- Ability to follow billing procedures
- Possession of a Medical Assistant Certificate
- Understanding of inventory techniques
- Ability to write effectively
- Ability to use word processing software
- Ability to type at least 45 wpm
- Knowledge of medical terminology

## Physical Skills

- Physical stamina
- Ability to lift, stand, stoop and walk

## Personal or Other Skills

- Ability to work independently
- Willingness to work under close supervision
- Ability to handle crisis situations

## Basic Skills

- Oral communications skills
- Ability to write legibly
- Ability to read and follow directions
- Basic math skills

## Computer Software Skills

- Word Processing MS Word/Office 4
- Spreadsheet skills Excel 0
- Database skills Access 1
- Desktop Publishing 0
- Other Programs: 11

Medical Manager, RN Rescue, Medisoft, and HealthPro.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.90 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4.00)

#### Recruitment Methods

Of 16 responding employers: 15 fill vacant positions through newspaper ads, 14 fill vacant positions through referrals from current employees and 5 use the Internet.

## Annual Turnover

Employers responding to the survey report a 33.3% annual turnover rate.

## Size of Occupation:

Large Range: 210-240 employees

## Gender:

8% Male 92% Female

## Where The Jobs Are

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### The major employing industries include:

- Offices and clinics of medical doctors, and
- Offices and clinics of other health practitioners.

## Projections

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### Annual Job Growth Rate (times the average):

1.02, average growth.

### Number of New Hires in the Last Year: 49

Promotions:	1
Employees Leaving:	33
New Positions:	15
Temporary:	0

### Projected Job Openings (1999-2006):

From Growth:	30 positions
From Separations:	40 positions
Total:	70 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 8 project that their employment in this occupation will remain stable, 8 employers project that their employment in this occupation will grow and none project a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 16 responding employers: 8 promote from this occupation to other positions, such as:

- Clerical Clinical Coordinator,
- Medical Assistant Supervisor, and
- Licensed Vocational Nurse (LVN) with additional education and training.



# Nurse Aides

OES Code: 660080

**Description:** Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

**Alternative Titles:** Care Givers, Certified Nurse Aide, Direct Care Staff, Nursing Assistant, Residential Assistants, Unit Technicians.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.00-\$7.70	\$6.63
New Hires, With Some Experience	\$6.00-\$8.00	\$7.00
Three Plus Years Of Experience With the Firm	\$7.00-\$9.50	\$8.13

Full-Time Benefits	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	17 %	50 %	6 %	22 %
Dental	0 %	39 %	11 %	44 %
Vision	0 %	39 %	11 %	44 %
Life Ins.	11 %	28 %	6 %	50 %
Sick Leave	56 %	0 %	0 %	39 %
Vacation	83 %	0 %	0 %	11 %
Retirement	6 %	22 %	11 %	56 %
Child Care	0 %	0 %	0 %	94 %

Part-Time Benefits	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	6 %	28 %	6 %	44 %
Dental	0 %	22 %	6 %	56 %
Vision	0 %	22 %	6 %	56 %
Life Ins.	11 %	11 %	6 %	56 %
Sick Leave	28 %	0 %	0 %	56 %
Vacation	61 %	0 %	0 %	22 %
Retirement	6 %	11 %	6 %	61 %
Child Care	0 %	0 %	0 %	83 %

Other employee benefits that may be offered include: AFLAC policy offered after 90 days of employment; employees may receive 12 personal days a year (in place of sick leave).

### Union/Collective Bargaining

No. Of 18 responding employers: none of the employers reports that employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	32
Full-Time (35 hrs. or more)	70%	39
Part-Time	26%	23
Temporary/On-Call	3%	23
Seasonal	0%	0

## Employer Requirements

### Education

Of 18 responding employers: 10 require at least a high school diploma or the equivalent, but responding employers will accept less than a high school diploma.

### Training

Of 18 responding employers: 12 employers require and 2 employers prefer employees to have an average of 4 months of vocational training prior to employment, but 4 employers do not require vocational training. Of 15 responding employers: 10 employers will accept an average of 7 months training to replace occupational experience, but 5 employers will not accept training to replace occupational experience.

### Experience

Of 18 responding employers: 6 require and 9 prefer an average of 9 months experience in the occupation. Of 15 responding employers: 9 employers will accept an average of 9 months experience in related fields (caregivers, home health care attendant) to be replace experience in the occupation and 6 will not accept any other occupational experience.

### License/Certification

The Department of Health Services requires Certification as a Nursing Assistant. The requirements include: completion of 100 hours of supervised clinical training, 50 hours of classroom training, satisfactory completion of a state-approved certified Nurse Assistant Program and pass an exam. The school arranges for the federal exam. Applicants must also undergo a criminal background check.

### Technical Skills

- Take accurate vital signs
- Accurate record keeping on patients charts
- Assist patients with personal hygiene
- Assist patients to dress themselves
- Assist patients to feed themselves
- Assist patients to walk, with recreational therapy, and with exercising
- Assist with moving or restraining patients
- Sterilize and assemble treatment trays
- Certified in first aid and CPR

### Physical Skills

- Ability to walk, stand, reaching, pulling and lifting during work hours
- Knowledge of proper lifting and moving procedures
- Following proper procedures for own safety

### Personal or Other Skills

- Ability to work independently
- Ability to work as a team
- Caring and interpersonal skills
- Organizational skills

### Basic Skills

- Ability to read and follow instructions
- Ability to follow oral instructions
- Basic math knowledge

### Computer Software Skills

- Word Processing 0
- Spreadsheet 0
- Database 0
- Desktop Pub. 0
- Other Programs: 0

### Employment Trends

#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.67 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.91 on a scale of 4.00).

#### Recruitment Methods

Of 18 responding employers: 17 hire based on responses to newspaper ads, 12 hire based on current employees' referrals and 10 hire by accepting walk-in applicants.

### Annual Turnover Rate

Employers responding to the survey report a 49.8% annual turnover rate.

### Size of Occupation:

Very Large Range: 610-780 employees

### Gender:

14% Male 86% Female

### Where The Jobs Are

#### The major employing industries include:

- Nursing and personal care facilities, and
- Hospitals.

### Projections

#### Annual Job Growth Rate (times the average):

1.75, much faster than average.

#### Number of New Hires in the Last Year: 233

Promotions:	16
Employees Leaving:	197
New Positions:	20
Temporary:	0

#### Projected Job Openings (Through 2004):

From Growth:	170 positions
From Separations:	70 positions
Total:	240 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 18 responding employers: 14 employers project that their employment in this occupation will remain stable, 4 project their employment in this occupation will grow and none of the respondents expects a decline over the next 24 months.

### Other Information

#### Promotional Opportunities

Of 18 responding employers 13 out of 18 employers promote from this occupation to other positions, such as:

- Patient Care Technician,
- Certified Nurse Aide,
- Nursing Assistant,
- Shift Supervisor, and
- Assistant Program Director.

# Paralegal Personnel

OES Code: 283050

**Description:** Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

**Alternative Titles:** Legal Document Assistant, Legal Secretary, Paralegal.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00 - \$9.52	\$ 8.26
New Hires, With Some Experience	\$8.00 - \$20.00	\$11.99
Three Plus Years Of Experience With the Firm	\$9.00 - \$25.00	\$14.38

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	12 %	0 %	29 %
Dental	35 %	0 %	0 %	53 %
Vision	18 %	0 %	0 %	71 %
Life Ins.	18 %	0 %	0 %	71 %
Sick Leave	59 %	0 %	0 %	29 %
Vacation	65 %	0 %	0 %	24 %
Retirement	35 %	18 %	0 %	35 %
Child Care	0 %	0 %	6 %	82 %

## Union/Collective Bargaining

No. Of 17 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	89%	39
Part-Time	11%	26
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 17 responding employers: 8 employers require at least a high school diploma or the equivalent, 8 employers require a two-year Associate Degree and 1 employer requires a four-year Bachelor Degree.

### Training

Of 16 responding employers: 6 employers will accept an average of 20 months training to replace experience and 10 employers do not accept training to replace experience. Of 17 responding employers: 11 employers require and 4 employers prefer an average of 20 months of training as a paralegal, legal assistant or legal document assistant, but only 2 employers do not require vocational training.

### Experience

Of 17 responding employers: 11 employers require and 5 employers prefer an average of 17 months experience in this occupation, but 1 does not require occupational experience. Of 15 responding employers: 6 employers will accept an average of 22 months experience as a legal assistant or legal secretary to substitute for previous experience, but 9 employers will not accept other unrelated occupational experience.

### License/Certification

There is no licensing requirement if the legal document assistant works for a member of the State Bar. If the Paralegal is working independently, and they are providing those same services, then they must register as a Legal Document Assistant as per Business and Professional Code Section 6401.6.

### Technical Skills

- Ability to manage multiple priorities
- Ability to read and comprehend information quickly
- Ability to prepare legal documents and exhibits
- Ability to maintain files and correspondence
- Ability to file pleadings
- Working knowledge of legal terminology
- Ability to conduct research on the Internet
- Ability to interview others for information
- Ability to research appropriate laws, judicial decisions and legal articles

# Paralegal Personnel

17 Firms Responding Representing 38 Employees

- Ability to draft documents such as contracts, mortgages, wills and trusts
- Specialization in one type or area of law
- Ability to use computer applications in research
- Ability to prepare legal opinions of memoranda

## Physical Skills

- Ability to sit for long periods of time

## Personal or Other Skills

- Ability to work under pressure
- Ability to work independently
- Ability to work as part of a team

## Basic Skills

- Ability to read and follow directions
- Ability to write effectively
- Basic math skills

## Computer Skills

- |                      |                       |    |
|----------------------|-----------------------|----|
| ▪ Word Processing    | Word Perfect, MS Word | 17 |
| ▪ Spreadsheet skills | MS Excel              | 6  |
| ▪ Database           | Access                | 7  |
| ▪ Desktop Publishing |                       | 0  |
| ▪ Other Programs:    |                       | 5  |

Programs used by legal offices such as: Westlaw, Judicial Council Forms, Westgroup and Lexis.

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.82 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

### Recruitment Methods

Of 17 responding employers: 11 employers fill positions through ads placed in the newspaper, 6 recruit recent graduates of Colleges and Universities or fill positions with current employees' referrals and 5 hire new employees through in-house promotions, transfers or through the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 0 % annual turnover rate.

## Size of Occupation:

Medium                      Range: 80-110 employees

## Gender:

11% Male                      89% Female

## Where The Jobs Are

### The major employing industries include:

- Legal Services,
- Federal Government, and
- State Government.

## Projections

### Annual Job Growth Rate (times the average):

2.68, much faster than average.

### Number of New Hires in the Last Year: 3

Promotions: 0

Employees Leaving: 0

New Positions: 3

Temporary: 0

### Projected Job Openings (1999-2006):

From Growth: 30 positions

From Separations: 10 positions

Total: 40 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 15 employers project their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 17 responding employers: 3 promote from this occupation to other positions, such as:

- Office Manager.  
(Advancement in this field requires additional education.)

# Personnel, Training, and Labor Relations Managers

OES Code: 130050

**Description:** Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

**Alternative Titles:** Human Resource Manager/ Director, Human Resource Administrator/Analyst or Personnel Manager/Supervisor.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$10.36-\$22.60	\$16.53
Three Plus Years Of Experience With the Firm	\$10.36-\$35.96	\$18.50

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	67 %	33 %	0 %	0 %
Dental	60 %	20 %	7 %	13 %
Vision	47 %	20 %	7 %	27 %
Life Ins.	87 %	0 %	13 %	0 %
Sick Leave	93 %	0 %	0 %	7 %
Vacation	100 %	0 %	0 %	0 %
Retirement	47 %	33 %	7 %	13 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits: 401(k) retirement plans, tax-sheltered annuity plans and profit sharing.

## Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	100%	40
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 3 employers require at least a high school diploma or the equivalent, 7 employers require a two-year Associate Degree, and 5 employers require a four-year Bachelor Degree in the area of business, financial accounting, human resources or public relations.

### Training

Of 15 responding employers: 5 will accept an average of 20 months training to replace occupational experience, but 10 will not accept training to replace occupational experience. Of 15 responding employers: 3 employers require and 2 employers prefer an average of 26 months of technical or vocational training prior to employment, but 10 will not accept vocational training to replace occupational experience.

### Experience

Of 15 responding employers: 11 employers require and 4 employers prefer an average of 29 months experience in the occupation, but 4 employers do not require experience in the occupation. Of 14 responding employers: 7 employers will accept an average of 27 months of experience in related positions such as: accounting manager, financial manager or supervisor, but 8 employers will not accept experience in an unrelated occupation.

### License/Certification

None.

### Technical Skills

- Business math
- Ability to write job specifications
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Ability to conduct performance appraisals
- Negotiation
- Understanding labor relations practices
- Understanding of the collective bargaining process

# Personnel, Training, and Labor Relations Managers

15 Firms Responding Representing 35 Employees

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- Ability to explain and follow grievance procedures
- Personnel interviewing
- Understanding of employee benefit programs
- Knowledge of personnel classification procedures
- Ability to hire and assign personnel
- Personnel recruiting
- Ability to write effectively

## Personal or Other Skills

- Leadership skills
- Ability to motivate others
- Willingness to work nights, weekends and holidays
- Willingness to travel
- Ability to work independently
- Ability to work under pressure

## Basic Skills

- Oral communication skills

## Computer Skills

- |                      |          |    |
|----------------------|----------|----|
| ▪ Word Processing    | MS Word  | 13 |
| ▪ Spreadsheet skills | MS Excel | 12 |
| ▪ Database           | Access   | 8  |
| ▪ Desktop Publishing |          | 0  |
| ▪ Other Programs:    |          | 3  |

Internet skills.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.09 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 13 employers fill positions through responses from newspaper ads, 9 fill positions based on current employees' referrals, 6 fill this position through in-house promotions or transfers.

#### Annual Turnover

Employers responding to the survey report an 8.6% annual turnover rate.

## Size of Occupation:

Small                      Range: 70-80 employees

## Gender:

77% Female              23% Male

## Where The Jobs Are

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### The major employing industries include:

- Labor organizations
- Hospitals
- Legal services
- Nursing and personal care facilities
- Department stores

## Projections

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### Annual Job Growth Rate (times the average):

1.02, average.

### Number of New Hires in the Last Year:      3

Promotions:    0

Employees Leaving:    3

New Positions:    0

Temporary:    0

### Projected Job Openings (1999-2006):

From Growth:    10 positions

From Separations:    10 positions

Total:    20 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 11 employers project their employment in this occupation will remain stable, 4 employers project their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 8 promote from this occupation to other positions, such as:

- Branch Manager,
- Chief Operations Officer
- Director, or
- Supervisor.

# Physical Therapists

OES Code: 323080

**Description:** Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decreases or prevents deformity and crippling.

Alternative Titles: None.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$20.00-\$23.00	\$20.14
New Hires, With Some Experience	\$20.00-\$49.00	\$25.00
Three Plus Years Of Experience With the Firm	\$23.32-\$49.00	\$30.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	21 %	50 %	0 %	0 %
Dental	0 %	36 %	7 %	29 %
Vision	0 %	36 %	7 %	29 %
Life Ins.	7 %	29 %	7 %	29 %
Sick Leave	57 %	14 %	0 %	0 %
Vacation	57 %	7 %	0 %	7 %
Retirement	21 %	29 %	7 %	14 %
Child Care	0 %	0 %	0 %	71 %

## Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	52%	40
Part-Time	15%	24
Temporary/On-Call	33%	22
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 6 employers require a two-year Associate Degree, 7 employers require a four-year Bachelor Degree and 2 employers require graduate study in Physical Therapy.

### Training

Of 14 responding employers: 2 employers will accept training to replace experience in the occupation, while 12 will not accept training to replace occupational experience. Of 15 responding employers: 9 employers require and 1 employer prefers an average of 28 months of physical therapist training, but 5 employers do not require vocational training.

### Experience

Of 15 responding employers: 11 employers require and 3 employers prefer an average of 18 months experience in this occupation, but 2 do not require experience. Of 14 responding employers: 1 will accept an average of 24 months experience as a Physical Therapy Assistant or Aid to replace previous experience, while 13 employers do not accept experience in any other occupation.

### License/Certification

Yes. Physical Therapists are required to obtain a license from the Physical Therapy Board of California. Graduation from a board-approved school and passing a written exam is required. A fingerprint/background check is also required. Private practice physical therapy requires certification in order to perform outpatient Medicare services.

### Technical Skills

- Knowledge of geriatrics
- Knowledge of pediatrics
- Knowledge of sports medicine
- Knowledge of cardiac rehabilitation
- Ability to provide safe and effective therapy treatments
- Problem solving skills
- Possession of mechanical aptitude

### Physical Skills

- Manual dexterity
- Ability to safely move patients

### Personal or Other Skills

- Ability to work as a team member

# Physical Therapists

15 Firms Responding Representing 86 Employees

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communications skills

## Computer Skills

- |                      |         |   |
|----------------------|---------|---|
| ▪ Word Processing    | MS Word | 4 |
| ▪ Spreadsheet skills |         | 0 |
| ▪ Database           |         | 0 |
| ▪ Desktop Publishing |         | 0 |
| ▪ Other Programs:    |         | 4 |

Specially designed software for the Physical Therapy profession.

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.18 on a scale of 4.00).
- Inexperienced Applicants: Not Difficult (1.25 on a scale of 4.00).

### Recruitment Methods

Of 15 responding employers: 11 fill vacant positions through current employees' referrals, 10 employers fill positions through newspaper ads and 5 recruit new employees based on school or program referrals.

### Annual Turnover

Employers responding to the survey report a 22.9% annual turnover rate.

### Size of Occupation:

Medium                      Range: 120-130 employees

### Gender:

42% Male                      58% Female

## Where The Jobs Are

### The major employing industries include:

- Hospitals,
- Offices of Health Practitioners,
- Skilled Nursing Facilities, and
- Home Health Care Services.

## Projections

### Annual Job Growth Rate (times the average):

0.59, slower than average.

### Number of New Hires in the Last Year: 23

Promotions: 0

Employees Leaving: 19

New Positions: 3

Temporary: 1

### Projected Job Openings (1999-2006):

From Growth: 10 positions

From Separations: 10 positions

Total: 20 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 10 responding employers project that their employment in this occupation will remain stable, 5 employers project their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 15 responding employers: 5 promote from this occupation to other positions, such as:

- Team Leader,
- Facility Manager, and
- Supervisor.



# Receptionists and Information Clerks

OES Code: 553050

**Description:** Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. This description does not include Receptionists who primarily operate switchboards.

**Alternative Titles:** Clerk, Office Assistants, Administrative Assistants.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$ 8.92	\$8.00
New Hires, With Some Experience	\$7.00-\$11.14	\$8.75
Three Plus Years Of Experience With the Firm	\$7.48-\$13.00	\$10.56

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	44 %	44 %	0 %	0 %
Dental	25 %	38 %	0 %	25 %
Vision	13 %	31 %	0 %	44 %
Life Ins.	38 %	31 %	6 %	13 %
Sick Leave	63 %	6 %	0 %	19 %
Vacation	88 %	0 %	0 %	0 %
Retirement	50 %	31 %	0 %	6 %
Child Care	6 %	0 %	6 %	75 %

Other employee benefits that may be offered include: Cafeteria benefits plan and full-time benefits for 32+ hours per week.

### Union/Collective Bargaining

Yes. Of 16 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 1% of the workforce.

## Time Base/ Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees	Weekly Hours
Full-Time	94%	40
Part-Time	5%	31
Temporary/On-Call	1%	10
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 15 employers require at the least a high school diploma or the equivalent and 1 will accept less than a high school diploma. None of the employers requires a one-year associate degree (A.A.), a two-year bachelor degree (B.A./B.S.) or graduate studies.

### Training

Of 14 responding employers: 5 employers will accept an average of 10 months of training to replace experience in the occupation and 9 will not accept training to replace experience. Of 16 responding employers: 4 require and 3 prefer an average of 11 months of technical or vocational training in computer, clerical and customer relations skills, while 9 employers do not require technical or vocational training.

### Experience

Of 16 responding employers: 6 require and 8 prefer employees to have an average of 17 months experience in the occupation, but 2 employers do not require experience in the occupation. Of 14 responding employers: 10 will accept an average of 14 months experience in related fields such as: sales or customer service to substitute for previous experience in the occupation, while 4 employers will not accept any other training.

### License/Certification

None.

### Technical Skills

- Telephone answering skills
- Ability to write effectively
- Ability to type at least 45 wpm
- Knowledge of alphabetic and numeric filing systems
- Bookkeeping skills
- Ability to operate a multi-line phone system
- Ability to use word processing software
- Professional and friendly image
- Processing incoming and outgoing mail
- Ability to perform multiple tasks as needed

# Receptionists and Information Clerks

16 Firms Responding Representing 101 Employees

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## Physical Skills

- Ability to sit for long periods of time
- Ability to bend, stoop, lift, stand and walk

## Personal or Other Skills

- Customer service skills
- Ability to deal with the public
- Ability to work independently
- Ability to work under pressure

## Basic Skills

- Ability to write legibly
- Ability to read and follow directions
- Oral communication skills
- Basic math skills

## Computer Software Skills

- |                      |              |    |
|----------------------|--------------|----|
| ▪ Word Processing    | MS Word      | 12 |
| ▪ Spreadsheet skills | Excel        | 10 |
| ▪ Database skills    | Access       | 5  |
| ▪ Desktop Publishing | Desktop Pub. | 2  |
| ▪ Other software:    |              | 8  |

Medical management; Medisoft, Vari-Pro, Mortgage program.

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4.00)
- Inexperienced Applicants: Moderately Difficult (2.64 on a scale of 4.00)

#### Recruitment Methods

Of 16 responding employers, 12 employers find employees with a combination of employee referrals and newspaper ads and 6 employers use the Internet.

#### Annual Turnover

Employers responding to the survey report a 25.0% annual turnover rate.

#### Size of Occupation:

Very Large                      Range: 750-820 employees

#### Gender:

2% Male                      98% Female

## Where The Jobs Are

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### The major employing industries include:

- Offices and Clinics of Medical Doctors,
- Personnel Supply Services,
- Real Estate Agents and Managers.
- Offices and Clinics of Dentists,
- Hospitals, and
- Legal Services.

## Projections

---

### Annual Job Growth Rate (times the average):

0.66, slower than average.

### Number of New Hires in the Last Year: 27

Promotions:	12
Employees Leaving:	13
New Positions:	1
Temporary:	1

### Projected Job Openings (1999-2006):

From Growth:	70 positions
From Separations:	110 positions
Total:	180 positions

### Employer Projected Occupation Growth (Over the next 24 months):

16 employers responded to this question. 14 employers project that their employment in this occupation will remain stable, 2 employers project their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

## Other Information

---

### Promotional Opportunities

Of 16 responding employers: 13 promote from this occupation to other positions, such as:

- Secretary,
- Senior Office Assistant, and
- Office Manager.

# Registered Nurses

OES Code: 325020

**Description:** Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

**Alternative Titles:** R.N., Nurse, Staff Registered Nurse, Public Health Nurse, Operating or Recovery Room Nurse.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$18.34-\$18.34	\$18.34
New Hires, With Some Experience	\$18.07-\$21.00	\$18.88
Three Plus Years Of Experience With the Firm	\$21.09-\$23.72	\$21.96

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$17.00-\$17.75	\$17.38
New Hires, With Some Experience	\$14.35-\$24.50	\$18.36
Three Plus Years Of Experience With the Firm	\$16.13-\$27.34	\$20.41

Benefits Full-Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	67 %	0 %	7 %
Dental	20 %	60 %	13 %	7 %
Vision	27 %	40 %	20 %	13 %
Life Ins.	33 %	40 %	13 %	13 %
Sick Leave	73 %	13 %	0 %	13 %
Vacation	73 %	20 %	0 %	7 %
Retirement	20 %	33 %	27 %	20 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits: Paid holidays and cafeteria plan insurance package.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 3 report that their employees in this occupation are unionized, which represents 85% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	57%	37
Part-Time	23%	28
Temporary/On-Call	19%	19
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 1 employer requires at least a high school diploma or the equivalent and none of the employers will accept less than a high school diploma, 13 require a two-year Associate Degree and 1 requires a two-year Bachelor Degree.

### Training

Of 15 responding employers: 5 employers will accept an average of 26 months of training to replace experience, but 10 employers will not accept training to replace experience. Of 15 responding employers: 7 employers require an average of 27 months of nursing training, but 8 employers do not require vocational training.

### Experience

Of 15 responding employers: 11 employers require and 4 employers prefer an average of 19 months experience in this occupation. Of 15 responding employers: 1 employer will accept an average of 24 months experience in related fields such as: Licensed Vocational Nurses and certified Nursing Assistant to substitute for previous experience, but 14 employers will not accept any other occupation experience.

### License/Certification

Yes. In order to practice in California, licensing is required and may be obtained from the State Board of Registered Nursing. Requirements include: the satisfactory completion of a board-approved nursing program, passing the state board examination and background check through fingerprinting.

# Registered Nurses

## 15 Firms Responding Representing 1008 Employees

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### Technical Skills

- Ability to explain insurance forms
- Ability to plan and organize the work of others
- Ability to monitor and provide personal services to patients
- Ability to administer electro-cardiograph (EKG) test
- Record keeping skills
- Intensive care treatment skills
- Ability to apply transferring techniques moving patients
- Ability to write effectively
- Keeping apprised of new and effective drugs in use

### Physical Skills

- Ability to walk and stand for long shifts.

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Public content

### Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math skills
- Oral communication skills

### Computer Skills

- |                      |                       |   |
|----------------------|-----------------------|---|
| ▪ Word Processing    | Word Perfect, MS Word | 9 |
| ▪ Spreadsheet skills | MS Excel              | 5 |
| ▪ Database           | Access                | 4 |
| ▪ Desktop Publishing |                       | 0 |
| ▪ Other Programs:    |                       | 0 |

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.45 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 14 employers hire based on newspaper ads, 7 employers recruit recent graduates of Colleges and Universities, and 6 employers hire new employees based on ads on the Internet and current employees' referrals.

### Annual Turnover

Employers responding to the survey report a 12.3% annual turnover rate.

### Size of Occupation:

Very Large                      Range: 1190 – 1280 employees

### Gender:

19% Male                      81% Female

## Where The Jobs Are

---

### The major employing industries include:

- Hospitals, and
- Offices and Clinics of Doctors of Medicine.

## Projections

---

### Annual Job Growth Rate (times the average):

0.54, slower than average.

### Number of New Hires in the Last Year: 202

Promotions:	1
Employees Leaving:	117
New Positions:	47
Temporary:	37

### Projected Job Openings (1999-2006):

From Growth:	90 positions
From Separations:	140 positions
Total:	230 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 8 employers project their employment in this occupation will remain stable, 7 project that their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 11 employers promote from this occupation to other positions, such as:

- Head Nurse,
- Nurse Manager,
- R.N. Case Manager, and
- Nursing Director.

# Residential Counselors

OES Code: 273070

**Description:** Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs and furnishings.

**Alternative Titles:** Care Worker, Direct Care Staff, Houseparent, Facility Manager, Residential Staff, Residential Director, Youth Worker.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$ 7.65	\$6.92
New Hires, With Some Experience	\$6.25-\$10.07	\$7.25
Three Plus Years Of Experience With the Firm	\$6.25-\$12.00	\$9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	7 %	0 %	33 %
Dental	20 %	7 %	13 %	53 %
Vision	7 %	13 %	0 %	73 %
Life Ins.	20 %	7 %	7 %	60 %
Sick Leave	47 %	7 %	7 %	33 %
Vacation	60 %	7 %	0 %	27 %
Retirement	7 %	20 %	7 %	60 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits: Room and board.

### Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	77%	41
Part-Time	18%	21
Temporary/On-Call	5%	15
Seasonal	0%	0

## Employer Requirements

### Education

Of 15 responding employers: 8 employers require at least a high school diploma or the equivalent, 2 employers will accept less than a high school diploma, 4 require a two-year Associate Degree and 1 requires a four-year Bachelor Degree.

### Training

Of 13 responding employers: 5 employers will accept an average of 17 months training to replace experience, but 8 employers do not require any training prior to employment. Of 15 responding employers: 6 require and 3 prefer that employees have an average of 9 months of educational or vocational training in social work, residential counseling, or Certified Nurse Assistant training and 6 do not require any technical or vocational training.

### Experience

Of 15 responding employers: 4 employers require and 9 employers prefer an average of 13 months experience in this occupation and 2 do not require experience in this occupation. Of 13 responding employers: 8 will accept an average of 14 months experience in related fields such as: child care, teacher aid, or foster care to substitute for previous experience, but 5 do not accept other occupational experience.

### License/Certification

None.

### Technical Skills

- Ability to plan and organize the work of others
- Compiles records of daily activities of residents
- Ability to write effectively
- Problem solving skills
- Ability to implement a progressive discipline process
- Ability to apply stress management techniques

# Residential Counselors

## 15 Firms Responding Representing 153 Employees

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### Personal or Other Skills

- Ability to use logic and analysis to identify the strengths and weaknesses of different approaches.
- Ability to apply active listening skills
- Talking to others to effectively convey information.
- Willingness to work under close supervision.
- Ability to work independently.

### Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly

### Computer Skills

- |                      |          |   |
|----------------------|----------|---|
| ▪ Word Processing    | MS Word  | 2 |
| ▪ Spreadsheet skills | MS Excel | 2 |
| ▪ Database           |          | 0 |
| ▪ Desktop Publishing |          | 0 |
| ▪ Other Programs:    |          | 0 |

### Employment Trends

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#### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.20 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.80 on a scale of 4.00).

#### Recruitment Methods

Of 15 responding employers: 11 employers fill vacant positions through responses to newspaper ads, 8 hire based on current employees' referrals and 6 hire based on referrals from the Employment Development Department.

#### Annual Turnover

Employers responding to the survey report a 45.8% annual turnover rate.

#### Size of Occupation:

Large                      Range: 180-210 employees

#### Gender:

44% Male                      56% Female

### Where The Jobs Are

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#### The major employing industries include:

- Residential Care Homes.

### Projections

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#### Annual Job Growth Rate (times the average):

1.19, faster than average.

#### Number of New Hires in the Last Year: 75

Promotions:	11
Employees Leaving:	55
New Positions:	9
Temporary:	0

#### Projected Job Openings (1999-2006):

From Growth:	30 positions
From Separations:	30 positions
Total:	60 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 8 employers project their employment in this occupation will remain stable, 7 employers project their employment in this occupation will grow and none of the responding employers projects that their employment will decline over the next 24 months.

### Other Information

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#### Promotional Opportunities

Of 15 responding employers: 10 promote from this occupation to other positions, (which may require additional education) such as:

- Assistant Administrator,
- Administrator,
- Supervisor, and
- Manager.

# Salespersons- Retail (except Vehicle Sales)

OES Code: 490112

**Description:** Retail Salespersons, except Vehicle Sales sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or by credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

**Alternative Titles:** Sales/Floor Associate, Sales/Service Clerk, Inside Sales, Counter-person.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$8.00	\$6.25
New Hires, With Some Experience	\$6.25-\$10.00	\$7.00
Three Plus Years Of Experience With the Firm	\$7.20-\$12.00	\$9.80

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	27 %	60 %	7 %	33 %
Dental	33 %	53 %	7 %	33 %
Vision	20 %	47 %	0 %	27 %
Life Ins.	27 %	47 %	13 %	27 %
Sick Leave	47 %	27 %	20 %	13 %
Vacation	60 %	27 %	27 %	13 %
Retirement	33 %	40 %	7 %	33 %
Child Care	0 %	0 %	0 %	7 %

Other employee benefits: Profit sharing, paid holidays and store discounts.

## Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	53%	40
Part-Time	46%	22
Temporary/On-Call	0%	0
Seasonal	2%	16

## Employer Requirements

### Education

Of 15 responding employers: 9 employers require at least a high school diploma or the equivalent, while 6 employers will accept less than a high school diploma. None of the employers require a two- or four- year degree.

### Training

Of 9 responding employers: 3 employers accept an average of 6 months of training prior to employment, while 6 do not accept training. Of 15 responding employers: 15 employers do not require any type of vocational training prior to employment.

### Experience

Of 15 responding employers: 3 employers require and 6 employers prefer an average of 10 months experience in this occupation and 6 employers do not require experience in this occupation. Of 9 responding employers: 4 will accept an average of 5 months experience in related fields to replace occupational experience and 5 will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Ability to apply sales techniques
- Understanding of inventory techniques
- Ability to use a computer terminal
- Ability to operate a computerized or standard cash register
- Ability to make change

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly
- Ability to meet employer grooming standards

### Personal or Other Skills

- Willingness to work under close supervision
- Ability to work independently

# Salespersons- Retail (except Vehicle Sales)

15 Firms Responding Representing 414 Employees

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Ability to perform mathematical computations
- Public contact skills
- Customer service skills
- Oral communication skills

## Computer Skills

- |                      |          |   |
|----------------------|----------|---|
| ▪ Word Processing    | MS Word  | 5 |
| ▪ Spreadsheet skills | MS Excel | 3 |
| ▪ Database           | Access   | 4 |
| ▪ Desktop Publishing |          | 0 |
| ▪ Other Programs:    |          | 5 |

Programs used at the business.

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

### Recruitment Methods

Of 15 responding employers: 12 employers fill vacant positions through applications from walk-ins, 9 fill positions through current employees' referrals and 8 employers place an ad in the newspaper.

### Annual Turnover

Employers responding to the survey report a 17.5% annual turnover rate.

### Size of Occupation:

Very Large                      Range: 1790 –2130

### Gender:

28% Male                      72% Female

## Where The Jobs Are

### The major employing industries include:

- Department Stores,
- Shopping Goods Stores, and
- Specialty Retail Stores.

## Projections

### Annual Job Growth Rate (times the average):

1.36, faster than average.

### Number of New Hires in the Last Year: 128

Promotions:	11
Employees Leaving:	53
New Positions:	49
Temporary:	15

### Projected Job Openings (1999-2006):

From Growth:	340 positions
From Separations:	470 positions
Total:	810 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 7 employers project that their employment in this occupation will remain stable, 8 project their employment in this occupation will grow and none of the responding employers project their employment in this occupation will decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, (which may require additional education) such as:

- Assistant Manager,
- Sales Manager, and
- Supervisor.



# Secretaries, Except Legal and Medical

OES Code: 551080

**Description:** Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

Alternative Titles: Administrative Assistants, Administrative Secretary, Executive Secretary, Receptionist.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.25-\$11.37	\$8.00
New Hires, With Some Experience	\$6.25-\$11.91	\$10.00
Three Plus Years Of Experience With the Firm	\$8.25-\$15.00	\$12.74

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	50 %	31 %	0 %	13 %
Dental	44 %	25 %	0 %	25 %
Vision	38 %	13 %	6 %	38 %
Life Ins.	50 %	19 %	0 %	25 %
Sick Leave	63 %	6 %	0 %	25 %
Vacation	75 %	6 %	0 %	13 %
Retirement	19 %	44 %	0 %	31 %
Child Care	0 %	0 %	0 %	94 %

Other employee benefits: Bonuses, long and short-term disability plans and cafeteria benefit plans.

## Union/Collective Bargaining

Yes. Of 16 responding employers: 1 employer reports that their employees in this occupation are unionized, which represents 20% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	91%	40
Part-Time	9%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 14 require at least a high school diploma or the equivalent, none of the 16 employers will accept less than a high school diploma, 1 employers requires a two-year Associate Degree and 1 requires a four-year Bachelor Degree.

### Training

Of 16 responding employers: 7 will accept an average of 9 months training to replace experience and 9 will not accept training to replace experience. Of 16 responding employers: 4 employers require and 1 employer prefers that employees have an average of 11 months technical or vocational training, but 11 employers do not require technical or vocational training.

### Experience

Of 16 responding employers: 11 employers require and 5 employers prefer an average of 18 months experience in this occupation. Of 16 responding employers: 10 employers will accept an average of 16 months experience in related fields such as: office assistant to substitute for previous experience, but 6 employers will not accept unrelated occupational experience.

### License/Certification

None is required, however, employers may require certification of typing skills, such as: a typing certificate.

### Technical Skills

- Ability to do alphabetic and numeric filing
- Ability to perform routine, repetitive work
- Ability to operate copy machine
- Ability to use telecommunications systems
- Ability to maintain an appointment calendar
- Ability to type at least 60wpm
- English grammar, spelling and punctuation skills
- Ability to write effectively

### Physical Skills

- Ability to sit continuously for 2 or more hours

# Secretaries, Except Legal and Medical

16 Firms Responding Representing 70 Employees

## Personal or Other Skills

- Ability to work independently
- Willingness to work under close supervision

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral communication

## Computer Skills

- |                      |              |    |
|----------------------|--------------|----|
| ▪ Word Processing    | MS Word      | 16 |
| ▪ Spreadsheet skills | MS Excel     | 13 |
| ▪ Database           | Access       | 11 |
| ▪ Desktop Publishing | Desktop Pub. | 0  |
| ▪ Other Programs:    | N/A          | 0  |

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.27 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4.00).

### Recruitment Methods

Of 16 responding employers: 12 fill vacant positions through ads placed in newspapers, 9 fill vacant positions by accepting applications from walk-ins. 7 employers fill vacant positions based on employee referrals.

### Annual Turnover

Employers responding to the survey report a 21.2% annual turnover rate.

### Size of Occupation:

Very Large                      Range: 1140 –1180 employees

### Gender:

0% Male                      100% Female

## Where The Jobs Are

### The major employing industries include:

- Elementary and Secondary Schools,
- Colleges and Universities
- Local Government, and
- Personnel Supply Services.

## Projections

### Annual Job Growth Rate (times the average):

0.25, slower than average.

### Number of New Hires in the Last Year: 18

Promotions:	5
Employees Leaving:	9
New Positions:	4
Temporary:	0

### Projected Job Openings (1999-2006):

From Growth:	40 positions
From Separations:	130 positions
Total:	170 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 15 employers project that their employment in this occupation will remain stable, 1 projects this occupation in the occupation will grow and none of the responding employers project their employment in this occupation will decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 16 responding employers: 6 promote from this occupation to other positions, such as:

- Office Manager, or
- Branch Manager.

# Social Workers – except Medical and Psychiatric

OES Code: 273050

**Description:** Social Workers, except Medical and Psychiatric, counsel and aid individuals and families requiring social services assistance. Included are Community Organization Social Workers who plan, organize and work with community groups to solve problems. Not included are workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

**Alternative Titles:** Service Coordinator, Direct Care Staff, Family Worker, Developmental Care Giver.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$12.03-\$19.56	\$14.95
New Hires, With Some Experience	\$6.75-\$25.00	\$14.38
Three Plus Years Of Experience With the Firm	\$8.55-\$34.52	\$16.00

Note: Wages for experienced workers appear lower than inexperienced workers because some firms hire entry-level workers at the higher end of the wage scale.

Benefits Full- Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	53 %	6 %	6 %
Dental	29 %	24 %	0 %	41 %
Vision	24 %	24 %	6 %	41 %
Life Ins.	24 %	18 %	0 %	53 %
Sick Leave	88 %	0 %	0 %	6 %
Vacation	88 %	0 %	0 %	6 %
Retirement	29 %	12 %	24 %	29 %
Child Care	0 %	0 %	6 %	88 %

Other employee benefits that may be offered include: PERS, 403(b) retirement plans and bonus days to be used as needed.

## Union/Collective Bargaining

Yes. Of 17 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 23% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	88%	40
Part-Time	11%	18
Temporary/On-Call	1%	22
Seasonal	0%	0

## Employer Requirements

### Education

Of 17 responding employers: 5 employers require at least high school diploma or the equivalent and none will accept less than a high school diploma. 2 employers require a two-year associate degree (A.A.), 8 require a four-year bachelor degree (B.A. or B.S.) and 2 requires graduate studies.

### Training

Of 16 responding employers: 7 will accept an average of 13 months training to replace experience in the occupation and 9 employers will not accept training to replace experience. Of 17 responding employers: 11 employers require an average of 44 months of technical or vocational training and 6 employers do not require any technical or vocational training.

### Experience

Of 17 responding employers: 12 require and 4 prefer an average of 26 months experience in this occupation and 1 employer does not require experience in the occupation. Of 16 responding employers: 6 employers will allow an average of 21 months experience in related fields to replace experience and 10 employers will not accept other occupational experience.

### License/Certification

Licensing requirements depend upon the position. Licensing is required for Clinical Social Worker and Marriage, Family and Child Counselors. Candidates for the "Clinical Social Worker" or "Marriage, Family and Child Counselor" license must have earned a degree in clinical social work (LCSW), or have a four-year bachelor degree (B.A.) and graduate studies in specific coursework; they must also obtain registration from the Board of Behavioral Science Examiners. Supervised training in social work, case management, direct care, family and/or counseling is usually accomplished with a non-profit organization. Information is available from: The Board of Behavioral Science Examiners, 400 R Street, Rm. 3150, Sacramento, CA, 95814-6240.

### Technical Skills

- Vocational Counseling training
- Ability to interview others for information
- Ability to use a computer for word processing
- Ability to use a computer for record keeping

# Social Workers – except Medical and Psychiatric

17 Firms Responding Representing 208 Employees

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- Knowledge of family social work
- Knowledge of protective services for children, adults, and the elderly
- Knowledge of veterans' services
- Understanding of court proceedings
- Ability to write effectively

## Personal or Other Skills

- Understanding a variety of cultures
- Ability to handle crisis situations
- Willingness to work with close supervision
- Ability to apply complex rules and regulations
- Ability to work independently

## Basic Skills

- Oral communication skills
- Ability to read and follow instructions
- Basic math skills
- Ability to write legibly

## Computer Software Skills

- Word Processing MS Word/Office 14
  - Spreadsheet Excel 8
  - Database skills Access 6
  - Desktop Publisher Desktop Pub. 4
  - Other Programs: 7
- Smartware, Loadstar, the Internet and other agency specific programs.

## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.17 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.00 on a scale of 4.00).

### Recruitment Methods

17 employers responded to this question. 14 employers fill vacant positions through newspaper ads, 9 employers rely on in-house transfers and current employee referrals and 5 employers hire recent college or university graduates.

### Annual Turnover

Employers responding to the survey report a 27% annual turnover rate.

### Size of Occupation:

Large Range: 270 – 340 employees

### Gender:

18% Male 82% Female

## Where The Jobs Are

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### The major employing industries include:

- Individual and family social services, and
- Local government offices.

## Projections

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### Annual Job Growth Rate (times the average)

1.85, much faster than average.

### Number of New Hires in the Last Year: 71

Promotions: 13  
Employees Leaving: 38  
New Positions: 19  
Temporary: 1

### Projected Job Openings (1999-2006):

From Growth: 70 positions  
From Separations: 30 positions  
Total: 100 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 9 employers expect their employment in this occupation to remain stable, 8 employers expect their employment in the occupation to grow and none expects that their employment in this occupation will decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 17 responding employers: 13 employers promote from this occupation to other positions such as:

- Social Worker Supervisor,
- Case Management Supervisor,
- Direct Services Supervisor, and
- Director.

# Social Workers- Medical and Psychiatric

OES Code: 273020

**Description:** Medical and Psychiatric Social Workers counsel and aid individuals and families with problems that may arise during or following the recovery from physical or mental illness by providing supportive services designed to help the persons understand, accept, and follow medical recommendations. Includes Chemical Dependency Counselors.

**Alternative Titles:** Advocates-Counselors, Clinician Team Leaders, Counselors, Group Home Social Workers, Substance Abuse Counselors, Therapists.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$15.00	\$14.38
New Hires, With Some Experience	\$5.75-\$24.00	\$15.99
Three Plus Years Of Experience With the Firm	\$7.50-\$27.00	\$17.34

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	31 %	56 %	6 %	13 %
Dental	6 %	56 %	0 %	19 %
Vision	13 %	31 %	6 %	6 %
Life Ins.	25 %	25 %	6 %	6 %
Sick Leave	88 %	0 %	13 %	0 %
Vacation	88 %	0 %	13 %	0 %
Retirement	31 %	25 %	13 %	0 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include: 401(k) retirement plan and an employee assistance program.

## Union/Collective Bargaining

No. Of 16 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	75%	40
Part-Time	20%	23
Temporary/On-Call	5%	15
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 16 employers require a high school diploma or the equivalent, 1 employer requires a two-year associate degree, 6 employers require a four-year bachelor degree and 7 employers require completion of graduate studies.

### Training

Of 16 responding employers: 3 employers require and 2 employers prefer an average of 30 months of vocational training prior to employment, but 11 do not require vocational training. Of 15 responding employers: 8 will accept an average of 15 months training to replace occupational experience, but 7 will not accept training to replace experience.

### Experience

Of 16 responding employers: 11 employers require and 4 prefer an average of 19 months experience in the occupation, but 1 does not require occupational experience. Of 15 responding employers: 3 employers will accept an average of 16 months of experience in related fields (counseling or a 12-step program) to replace occupational experience, while 12 will not accept any other work experience.

### License/Certification

Licensing is required for a Clinical Social Worker Associate (Registration) or for a Clinical Social Worker (License) from The Board of Behavioral Sciences (State of California Department of Consumers Affairs). An Associate registration is for those who are currently in a supervised postgraduate program satisfying the 3200 hours of experience needed to qualify for licensure. Applicants for either registration or licensure must hold a Masters Degree in Social Work from an accredited school or program and undergo a fingerprint check by the Federal Bureau of Investigation. The registration may be renewed annually for a maximum of 5 years, at which time applicants are expected to qualify for licensure. To obtain a license, applicants must also pass written and oral exams, complete courses in child abuse assessment and reporting, human sexuality, chemical substance dependency, and spousal or partner abuse. Licenses are required for all employees engaging in private practice clinical social work.

# Social Workers- Medical and Psychiatric

16 Firms Responding Representing 118 Employees

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## Technical Skills

- Treat and refer patients with substance abuse problems
- Knowledge of family social work and protective services for children and adults
- Ability to interview others on behalf of patients
- Ability to keep accurate caseload documentation
- Ability to interact with people from all economic, educational and cultural backgrounds

## Physical Skills

- Ability to deal with distraught or hostile people, sordid surroundings, and distressing situations

## Personal or Other Skills

- Ability to work independently
- Ability to apply complex rules and regulations
- Ability to handle crisis situations
- Need to have a caring personality

## Basic Skills

- Ability to read and follow instructions
- Good communication and listening skills
- Knowledge of computers

## Computer Software Skills

- |                     |                 |    |
|---------------------|-----------------|----|
| ▪ Word Processing   | MS Word/ Office | 11 |
| ▪ Spreadsheet       | MS Excel        | 2  |
| ▪ Database          | Lotus           | 2  |
| ▪ Desktop Publisher | Desktop Pub.    | 3  |
| ▪ Other Programs:   |                 | 2  |

On-site system at the clinic or hospital.

## Employment Trends

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### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.27 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.60 on a scale of 4.00).

### Recruitment Methods

Of 16 responding employers: 13 employers hire new employees from responses to newspaper ads, 9 hire based on current employees' referrals and 6 hire using the internet.

### Annual Turnover

Employers responding to the survey report a 19.6% annual turnover rate.

## Size of Occupation:

Small to Medium                      Range: 70-90 employees

## Gender:

36% Male                                  64% Female

## Where The Jobs Are

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### The major employing industries include:

- Hospitals,
- Residential care,
- Nursing and personal care facilities, and
- Schools and educational services.

## Projections

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### Annual Job Growth Rate (times the average):

1.80, much faster than average.

### Number of New Hires in the Last Year:    30

Promotions:    3

Employees Leaving:    19

New Positions:    6

Temporary:    2

### Projected Job Openings (Through 2004):

From Growth:    20 positions

From Separations:    10 positions

Total:    30 positions

### Employer Projected Occupation Growth (Over the Next 24 months):

Of 16 responding employers: 14 employers project that their employment in this occupation will remain stable, 2 project growth and none of the employers expects a decline in the occupation over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 16 responding employers: 7 promote from this occupation to other positions, such as:

- Program Manager
- Director or Regional Director, and
- Administrator.

# Stock Clerks- Stockroom, Warehouse, Storage Yard

OES Code: 580230

**Description:** Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. This description does not include stockroom laborers and workers whose primary duties involve shipping, weighing, and checking.

**Alternative Titles:** Journeyman Stocker, Night Crew, Inventory Clerks.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.75-\$9.00	\$7.00
New Hires, With Some Experience	\$6.75-\$10.00	\$7.50
Three Plus Years Of Experience With the Firm	\$7.75-\$16.00	\$9.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Shared Cost	Employer Pays All	Shared Cost
Medical	13 %	60 %	7 %	27 %
Dental	7 %	60 %	7 %	20 %
Vision	13 %	40 %	7 %	20 %
Life Ins.	7 %	40 %	0 %	20 %
Sick Leave	47 %	13 %	20 %	7 %
Vacation	60 %	13 %	20 %	7 %
Retirement	13 %	60 %	0 %	27 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include: employee discount, 401(k) plan, and benefits available for employees with 30+ hours per week.

## Union/Collective Bargaining

Yes. Of 15 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 4% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	30
Full-Time (35 hrs. or more)	53%	40
Part-Time	45%	27
Temporary/On-Call	0%	0
Seasonal	1%	40

## Employer Requirements

### Education

Of 15 responding employers: 11 employers do not require a high school diploma, but 4 employers require at least a high school diploma or the equivalent. None of the employers requires a two-year associate degree (A.A.), a four-year bachelor degree (B.A.) or graduate studies.

### Training

Of 7 responding employers: 1 employer accepts an average of 6 months training to replace experience in the occupation, while 6 employers do not accept training to replace experience. Of 15 responding employers: none of the employers require any technical or vocational training prior to employment.

### Experience

Of 15 responding employers: 1 requires and 6 prefer an average of 9 months experience in this occupation, while 8 employers do not require experience in the occupation. Of 7 responding employers: 4 accept an average of 15 months occupational experience in retail sales and 3 employers will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Understanding of inventory control techniques
- Ability to check manifest for errors
- Knowledge of warehousing procedures
- Shipping and receiving knowledge
- Ability to stock shelves
- Ordering of supplies using computer spreadsheet
- Ability to use a computer
- Knowledge of price scanners and shelf label pricing equipment

Note: Some employers require possession of a Class B driver's license and the ability to operate a forklift.

### Physical Skills

- Ability to lift at least 50 lbs.
- Physically fit for standing, walking, stooping, bending and lifting

# Stock Clerks- Stockroom, Warehouse, Storage Yard

15 Firms Responding Representing 173 Employees

## Personal or Other Skills

- Ability to pay attention to detail
- Ability to work independently
- Ability to perform routine, repetitive work
- Customer Service skills

## Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math

## Computer Software Skills

- |                      |         |   |
|----------------------|---------|---|
| ▪ Word Processing    | MS Word | 4 |
| ▪ Spreadsheet skills |         | 0 |
| ▪ Database           | Access  | 1 |
| ▪ Desktop Publishing |         | 0 |
| ▪ Other Programs:    |         | 2 |

Basic data entry and keyboarding skills.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.00 on a scale of 4.00)
- Inexperienced Applicants: Very Difficult (3.14 on a scale of 4.00)

Note: Although most responding employers stated that experience is not required for this position, employers stated that finding fully qualified applicants is very difficult.

#### Recruitment Methods

15 employers responded to this question. 12 employers depend on filling vacant positions through walk-in applicants, 6 employers fill positions using newspaper ads and 5 employers hire by using a combination of current employees' referrals, in-house promotions or transfers, and other sources such as: word of mouth.

#### Annual Turnover

Employers responding to the survey report a 43.3% annual turnover rate.

#### Size of Occupation:

Large                      Range: 310 - 350 employees

#### Gender:

75% Male                      25% Female

## Where The Jobs Are

### The major employing industries include:

- Furniture and Home furnishings Stores,
- Department Stores,
- Household Appliance Stores,
- Beer, Wine and Distilled Beverage Sales,
- Grocery Stores, and
- Motor Vehicles, Parts and Supplies.

## Projections

### Annual Job Growth Rate (times the average):

0.92, average growth.

### Number of New Hires in the Last Year: 95

Promotions:	6
Employees Leaving:	55
New Positions:	32
Temporary:	2

### Projected Job Openings (1999-2006):

From Growth:	40 positions
From Separations:	40 positions
Total:	80 positions

### Employer Projected Occupation Growth (Over the next 24 months):

15 employers responded to this question. 9 employers project their employment in this occupation will remain stable, 6 employers project their employment in this occupation will grow and none of the employers expect a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 15 responding employers: 14 promote from this occupation to other positions, such as:

- Head Clerk,
- Night Crew Supervisor, and
- Assistant Manager.



# Teachers - Elementary School

OES Code: 313050

**Description:** Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

**Alternative Titles:** Elementary Instructor, Teacher.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$16.30-\$20.39	\$16.30
New Hires, With Some Experience	\$16.30-\$18.63	\$16.54
Three Plus Years Of Experience With the Firm	\$16.30-\$23.84	\$18.29

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$7.19-\$10.07	\$8.43
New Hires, With Some Experience	\$6.58-\$18.63	\$8.55
Three Plus Years Of Experience With the Firm	\$7.19-\$11.99	\$9.40

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	25 %	0 %	6 %
Dental	56 %	25 %	0 %	19 %
Vision	50 %	19 %	0 %	31 %
Life Ins.	50 %	25 %	0 %	25 %
Sick Leave	75 %	19 %	0 %	6 %
Vacation	31 %	6 %	0 %	63 %
Retirement	13 %	81 %	0 %	6 %
Child Care	13 %	0 %	0 %	88 %

Other employee benefits: 401(k) retirement plans and paid holidays.

### Union/Collective Bargaining

Yes. Of 16 responding employers: 10 report that the employees in this occupation are unionized, representing 87% of the workforce in this occupation.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	95 %	38
Part-Time	4 %	23
Temporary/On-Call	1 %	20
Seasonal	0 %	0

## Employer Requirements

### Education

Of 16 responding employers: 14 employers require a four-year Bachelor Degree and 2 employers require graduate study. (A high school diploma or the equivalent is required.)

### Training

Of 15 responding employers: 5 will accept an average of 14 months training to replace experience, while 10 will not accept training to replace experience. Of 16 responding employers: 6 require an average of 16 months student teacher training prior to employment and 10 do not require vocational training.

### Experience

Of 16 responding employers: 5 employers require and 10 employers prefer an average of 22 months experience in this occupation and 1 does not require occupational experience. Of 15 responding employers: 2 employers will accept an average of 24 months experience in the educational field to replace occupational experience and 13 employers do not accept any other occupational experience.

### License/Certification

Yes. Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass written exams and undergo a fingerprint clearance process.

### Technical Skills

- Knowledge of algebra
- Audiovisual teaching skills
- Artistic and musical ability
- Supervision

# Teachers - Elementary School

16 Firms Responding Representing 342 Employees

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- Classroom management
- Record keeping skills
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Problem solving skills

## Physical Skills

- Ability to stand for long periods
- Ability to bend, stoop, and lift

## Personal or Other Skills

- Understanding a variety of cultures
- Possession of a clean police record
- Willingness to work under close supervision
- Ability to work independently
- Ability to work under pressure
- Patience and understanding

## Basic Skills

- Ability to read and follow instructions
- Ability to write effectively
- Basic math
- Oral Communication skills

## Computer Skills

- |                      |                 |    |
|----------------------|-----------------|----|
| ▪ Word Processing    | MS Word         | 11 |
| ▪ Spreadsheet skills | MS Excel        | 3  |
| ▪ Database           |                 | 3  |
| ▪ Desktop Publishing |                 | 0  |
| ▪ Other Programs:    | Internet skills | 1  |

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.60 a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.09 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 13 employers fill vacant positions by hiring recent graduates of Colleges and Universities, 9 use ads placed in newspapers and 6 use in-house promotions or transfers to fill vacant positions.

#### Annual Turnover

Employers responding to the survey report a 6.0 % annual turnover rate.

#### Size of Occupation:

Very Large      Range: 1040-1110 employees

#### Gender:

30% Male      70% Female

## Where The Jobs Are

---

#### The major employing industries include:

- Elementary Schools,
- Child Day Care Services, and
- Religious Organizations.

## Projections

---

#### Annual Job Growth Rate (times the average):

0.48, slower than average.

#### Number of New Hires in the Last Year: 33

Promotions:	0
Employees Leaving:	20
New Positions:	6
Temporary:	7

#### Projected Job Openings (1999-2006):

From Growth:	70 positions
From Separations:	170 positions
Total:	240 positions

#### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 12 employers project their employment in this occupation will remain stable, 2 project growth in the occupation and 2 employers project their employment in this occupation will decline over the next 24 months.

## Other Information

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#### Promotional Opportunities

Of 16 responding employers: 5 employers promote from this occupation to other positions, (if additional education is completed) such as:

- Administrative positions,
- Vice-Principal, and
- Principal.

# Teachers- Preschool

OES Code: 313030

**Description:** Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

**Alternative Titles:** Afternoon Teachers, Head Start Teachers, Preschool Teachers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$6.00	\$ 6.00
New Hires, With Some Experience	\$6.00-\$10.12	\$ 7.00
Three Plus Years Of Experience With the Firm	\$6.25-\$13.61	\$ 9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	18 %	0 %	35 %
Dental	24 %	6 %	0 %	53 %
Vision	18 %	0 %	0 %	65 %
Life Ins.	12 %	0 %	12 %	59 %
Sick Leave	41 %	0 %	6 %	35 %
Vacation	71 %	0 %	0 %	12 %
Retirement	12 %	6 %	0 %	65 %
Child Care	24 %	18 %	0 %	41 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	12 %	12 %	0 %	53 %
Dental	6 %	0 %	0 %	71 %
Vision	6 %	0 %	0 %	71 %
Life Ins.	6 %	0 %	0 %	71 %
Sick Leave	29 %	0 %	0 %	47 %
Vacation	41 %	0 %	0 %	35 %
Retirement	6 %	0 %	0 %	71 %
Child Care	24 %	18 %	0 %	35 %

Other employee benefits that may be offered include: bereavement time off (3 days).

### Union/Collective Bargaining

Yes. Of 17 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 1% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	65 %	38
Part-Time	24 %	23
Temporary/On-Call	7 %	22
Seasonal	3 %	25

## Employer Requirements

### Education

Of 17 responding employers: 16 employers require at least a high school diploma or the equivalent, 1 employer will accept less than a high school diploma, 7 employers require a two-year associate degree and 1 employer requires a four-year bachelor degree.

### Training

Of 17 responding employers: 16 employers require and 1 employer prefers an average of 19 months of vocational training prior to employment. Of 12 responding employers: 5 employers will accept an average of 11 months training to replace previous occupational experience, while 7 employers do not accept training to replace experience in the occupation.

### Experience

Of 17 responding employers: 9 employers require and 3 employers prefer an average of 16 months experience in this occupation, while 5 employers do not require occupational experience. Of 12 responding employers: 3 employers will accept an average of 10 months experience in related fields (teaching background, home day care) to replace experience as a Preschool Teacher and 7 will not accept any other experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Understanding a variety of cultures
- Oral reading skills
- Communication and language skills
- Artistic skills
- Musical skills
- Ability to stimulate children's curiosity and imagination
- Supervisory skills
- Classroom management skills
- Ability to work with groups of children
- Ability to administer general first aid & CPR

# Teachers- Preschool

## 17 Firms Responding Representing 161 Employees

---

- Ability to supervise children in outdoor and indoor play activities

### Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

### Personal or Other Skills

- Ability to work independently
- Ability to work under close supervision
- Ability to assess emergency situations
- Ability to work closely with others
- Ability to pay attention to details
- Ability to exercise self control and patience's

### Basic Skills

- Ability to read and follow instructions and directions
- Able to write legibly
- Basic math skills
- Oral communication skills

### Computer Skills

- |                      |              |   |
|----------------------|--------------|---|
| ▪ Word Processing    | Word Perfect | 5 |
| ▪ Spreadsheet        |              | 0 |
| ▪ Database           |              | 0 |
| ▪ Desktop Publishing |              | 0 |
| ▪ Other programs:    |              | 0 |

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.10 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).

#### Recruitment Methods

Of 17 responding employers: 15 employers hire new employees through newspaper ads, 9 hire through college and university recruitments as well as accepting by accepting applications from walk-in applicants.

#### Annual Turnover

Employers responding to the survey report a 10.8% annual turnover rate.

### Size of Occupation:

Large                      Range: 170-210 employees

### Gender:

2% Male                      98% Female

## Where The Jobs Are

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### The major employing industries include:

- Elementary and secondary schools, and
- Child day care services.

## Projections

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### Annual Job Growth Rate (times the average):

1.48, faster than average.

### Number of New Hires in the Last Year: 33

Promotions:	4
Employees Leaving:	12
New Positions:	13
Temporary:	4

### Projected Job Openings (Through 2004):

From Growth:	40 positions
From Separations:	30 positions
Total:	70 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 16 employers project their employment in this occupation will remain stable, 1 projects their employment in this occupation will grow and none of the responding employers expects a decline in their employment over the next 24 months.

## Other Information

---

### Promotional Opportunities

Of 17 responding employers: 9 promote from this occupation to other positions, such as:

- Head Teacher,
- Assistant Preschool Director (additional education may be needed), and
- Preschool Director.

# Teachers- Preschool

OES Code: 313030

**Description:** Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

**Alternative Titles:** Afternoon Teachers, Head Start Teachers, Preschool Teachers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$6.00	\$ 6.00
New Hires, With Some Experience	\$6.00-\$10.12	\$ 7.00
Three Plus Years Of Experience With the Firm	\$6.25-\$13.61	\$ 9.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	18 %	0 %	35 %
Dental	24 %	6 %	0 %	53 %
Vision	18 %	0 %	0 %	65 %
Life Ins.	12 %	0 %	12 %	59 %
Sick Leave	41 %	0 %	6 %	35 %
Vacation	71 %	0 %	0 %	12 %
Retirement	12 %	6 %	0 %	65 %
Child Care	24 %	18 %	0 %	41 %

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	12 %	12 %	0 %	53 %
Dental	6 %	0 %	0 %	71 %
Vision	6 %	0 %	0 %	71 %
Life Ins.	6 %	0 %	0 %	71 %
Sick Leave	29 %	0 %	0 %	47 %
Vacation	41 %	0 %	0 %	35 %
Retirement	6 %	0 %	0 %	71 %
Child Care	24 %	18 %	0 %	35 %

Other employee benefits that may be offered include: bereavement time off (3 days).

### Union/Collective Bargaining

Yes. Of 17 responding employers: 1 employer reports that their employees in this occupation are unionized, representing 1% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	65 %	38
Part-Time	24 %	23
Temporary/On-Call	7 %	22
Seasonal	3 %	25

## Employer Requirements

### Education

Of 17 responding employers: 16 employers require at least a high school diploma or the equivalent, 1 employer will accept less than a high school diploma, 7 employers require a two-year associate degree and 1 employer requires a four-year bachelor degree.

### Training

Of 17 responding employers: 16 employers require and 1 employer prefers an average of 19 months of vocational training prior to employment. Of 12 responding employers: 5 employers will accept an average of 11 months training to replace previous occupational experience, while 7 employers do not accept training to replace experience in the occupation.

### Experience

Of 17 responding employers: 9 employers require and 3 employers prefer an average of 16 months experience in this occupation, while 5 employers do not require occupational experience. Of 12 responding employers: 3 employers will accept an average of 10 months experience in related fields (teaching background, home day care) to replace experience as a Preschool Teacher and 7 will not accept any other experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Understanding a variety of cultures
- Oral reading skills
- Communication and language skills
- Artistic skills
- Musical skills
- Ability to stimulate children's curiosity and imagination
- Supervisory skills
- Classroom management skills
- Ability to work with groups of children
- Ability to administer general first aid & CPR

# Teachers- Preschool

17 Firms Responding Representing 161 Employees

- Ability to supervise children in outdoor and indoor play activities

## Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

## Personal or Other Skills

- Ability to work independently
- Ability to work under close supervision
- Ability to assess emergency situations
- Ability to work closely with others
- Ability to pay attention to details
- Ability to exercise self control and patience's

## Basic Skills

- Ability to read and follow instructions and directions
- Able to write legibly
- Basic math skills
- Oral communication skills

## Computer Skills

- |                      |              |   |
|----------------------|--------------|---|
| ▪ Word Processing    | Word Perfect | 5 |
| ▪ Spreadsheet        |              | 0 |
| ▪ Database           |              | 0 |
| ▪ Desktop Publishing |              | 0 |
| ▪ Other programs:    |              | 0 |

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.10 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4.00).

### Recruitment Methods

Of 17 responding employers: 15 employers hire new employees through newspaper ads, 9 hire through college and university recruitments as well as accepting by accepting applications from walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 10.8% annual turnover rate.

## Size of Occupation:

Large                      Range: 170-210 employees

## Gender:

2% Male                      98% Female

## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools, and
- Child day care services.

## Projections

### Annual Job Growth Rate (times the average):

1.48, faster than average.

### Number of New Hires in the Last Year: 33

Promotions: 4

Employees Leaving: 12

New Positions: 13

Temporary: 4

### Projected Job Openings (Through 2004):

From Growth: 40 positions

From Separations: 30 positions

Total: 70 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 16 employers project their employment in this occupation will remain stable, 1 projects their employment in this occupation will grow and none of the responding employers expects a decline in their employment over the next 24 months.

## Other Information

### Promotional Opportunities

Of 17 responding employers: 9 promote from this occupation to other positions, such as:

- Head Teacher,
- Assistant Preschool Director (additional education may be needed), and
- Preschool Director.

# Teachers – Secondary Schools

OES Code: 313080

**Description:** Secondary School Teachers instruct students in public and private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

**Alternative Titles:** Educational Instructor, High School Teacher.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	\$15.96-\$18.63	\$17.30
New Hires, With Some Experience	\$17.62-\$22.00	\$18.63
Three Plus Years Of Experience With the Firm	\$18.66-\$28.15	\$23.79

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	\$7.25-\$9.86	\$8.87
New Hires, With Some Experience	\$8.00-\$20.82	\$9.35
Three Plus Years Of Experience With the Firm	\$8.63-\$20.82	\$11.00

Full- Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	38 %	31 %	0 %	19 %
Dental	31 %	19 %	6 %	31 %
Vision	25 %	13 %	0 %	50 %
Life Ins.	38 %	13 %	0 %	38 %
Sick Leave	56 %	6 %	0 %	25 %
Vacation	19 %	6 %	0 %	63 %
Retirement	31 %	31 %	0 %	25 %
Child Care	6 %	0 %	0 %	81 %

Other employee benefits: 401(k) retirement plans and paid holidays.

### Union/Collective Bargaining

Yes. Of 16 responding employers: 6 report that their employees in this occupation are unionized, representing 91% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	85%	36
Part-Time	6%	19
Temporary/On-Call	8%	20
Seasonal	0%	4

## Employer Requirements

### Education

Of 16 responding employers: None will accept less than a high school diploma, 12 require a four-year Bachelor Degree, 1 employer requires Graduate Studies and 3 employers require other education.

### Training

Of 14 responding employers: 7 employers will accept an average of 16 months of training to replace experience and 7 employers will not accept training to replace experience. Of 16 responding employers: 8 employers require an average of 10 months training in a teacher credential program prior to employment and 8 do not require vocational training.

### Experience

Of 16 responding employers: 6 require and 8 employers prefer an average of 22 months experience in this occupation, but 2 do not require experience in the occupation. Of 14 responding employers: 5 employers will accept an average of 18 months experience in related fields such as: human service counseling or social work to be substituted for previous experience, but 11 will not accept experience in unrelated areas.

### License/Certification

Yes. Requirements include: a bachelor degree, a professional preparation program including student teaching, CBEST exam, SSAT or MSAT exam, PRAXIS exam in the area of specialization, training in the U.S. Constitution and teaching of reading. For a Professional "Clear" Credential, a fifth year of academic study including special education, health education, and computer education courses are required. The CLAD certificate, which includes bilingual and multicultural training, may be required in some areas of the state.

# Teachers – Secondary Schools

16 Firms Responding Representing 603 Employees

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## Technical Skills

- Audiovisual teaching
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Problem solving skills

## Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

## Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Basic math
- Oral communication skills

## Computer Skills

- |                      |              |    |
|----------------------|--------------|----|
| ▪ Word Processing    | MS Word      | 10 |
| ▪ Spreadsheet skills | MS Excel     | 3  |
| ▪ Database           | Access       | 3  |
| ▪ Desktop Publishing | Desktop Pub. | 2  |
| ▪ Other Programs:    | N/A          | 0  |

## Employment Trends

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### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.57 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.30 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 10 employers hire teachers by placing ads in the newspaper, 8 recruit recent graduates from Colleges and Universities and 6 employers hire new teachers based on current employees' referrals.

## Annual Turnover

Employers responding to the survey report a 7.6% annual turnover rate.

## Size of Occupation:

Very Large                      Range: 520 – 640 employees

## Gender:

53% Male                      47% Female

## Where The Jobs Are

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### The major employing industries include:

- Secondary Schools,
- Vocational Schools, and
- Individual and Educational Services.

## Projections

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### Annual Job Growth Rate (times the average):

1.65, much faster than average.

### Number of New Hires in the Last Year: 105

Promotions:	11
Employees Leaving:	34
New Positions:	10
Temporary:	50

### Projected Job Openings (1999-2006):

From Growth:	120 positions
From Separations:	130 positions
Total:	250 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 12 employers project their employment in this occupation will remain stable, 3 project that their employment in this occupation will grow and 1 employer projects their employment in this occupation will decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 16 responding employers: 9 promote from this occupation to other positions, (which may require additional education) such as:

- Vice- Principal or
- Principal.



# Teachers- Special Education

OES Code: 313110

**Description:** Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

Alternative Titles: Special Day Class Teachers, Special Education Teachers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$12.44-\$21.55	\$16.08
New Hires, With Some Experience	\$11.00-\$21.55	\$14.82
Three Plus Years Of Experience With the Firm	\$14.00-\$24.93	\$18.09

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	88 %	13 %	0 %	0 %
Dental	81 %	13 %	0 %	6 %
Vision	81 %	13 %	0 %	6 %
Life Ins.	50 %	6 %	25 %	19 %
Sick Leave	100%	0 %	0 %	0 %
Vacation	38 %	0 %	0 %	63 %
Retirement	38 %	44 %	13 %	6 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include:  
STRS retirement plan.

### Union/Collective Bargaining

Yes. Of 16 responding employers: 14 employers responding to the survey report their employees in this occupation are unionized, representing 97% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	18%	30
Full-Time (35 hrs. or more)	80%	37
Part-Time	2%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

Of 16 responding employers: 16 require at least a high school diploma or the equivalent, and none will accept less than a high school diploma. 5 employers require a two-year associate degree, 7 require a four-year bachelor degree and 4 employers require completion of graduate studies.

### Training

Of 16 responding employers: 5 employers require and 1 employer prefers an average of 26 months of vocational or teacher training prior to employment, while 10 do not require vocational education. Of 11 responding employers: 4 employers will accept an average of 18 months of training to replace occupational experience, but 7 employers will not accept training to replace experience.

### Experience

Of 16 responding employers: 7 employers require and 4 employers prefer an average of 27 months experience in this occupation and 5 employers do not require experience in this occupation. Of 11 responding employers: 3 employers will accept an average of 16 months experience in related fields (child counselor, mental health or disability background) to replace experience in the occupation.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Ability to teach students with physical and learning disabilities
- Ability to instruct tailored teaching techniques
- Ability to administer emergency first aid & CPR
- Ability to plan and organize training programs
- Ability to follow curriculum guidelines or requirements of the state and school
- Ability to evaluate students performance
- Ability to assess motor skills
- Ability of teaching common music, art and physical education

# Teachers- Special Education

16 Firms Responding Representing 107 Employees

## Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

## Personal or Other Skills

- Ability to work independently
- Ability to speak or sign effectively to convey information to students
- Ability to understand a variety of cultural backgrounds
- Excellent organizational skills
- Classroom management skills
- Ability to work closely with others
- Interpersonal skills
- Ability to work under pressure
- Ability to handle crisis situations
- Good grooming standards

## Basic Skills

- Must hold proper teaching credentials
- Ability to follow and understand instructions and directions
- Ability to write legibly
- Good communication skills

## Computer Skills

- |                      |              |   |
|----------------------|--------------|---|
| ▪ Word Processing    | Word Perfect | 8 |
| ▪ Spreadsheet        |              | 0 |
| ▪ Database           |              | 0 |
| ▪ Desktop Publishing | Desktop Pub. | 1 |
| ▪ Other programs:    |              | 1 |

Employers state that the ability to use the on-site program and Internet skills is important.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.14 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4.00).

#### Recruitment Methods

Of 16 responding employers: 14 employers hire based on ads placed in the newspaper, 11 hire through college and university recruitment and 6 hire based on referrals from schools and credential programs.

#### Annual Turnover Rate:

Employers responding to the survey report a 14.3% annual turnover rate.

## Size of Occupation:

Large                      Range: 210-240 employees

## Gender:

24% Male                      76% Female

## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools.

## Projections

### Annual Job Growth Rate (times the average):

0.90, average growth.

### Number of New Hires in the Last Year: 17

Promotions:	2
Employees Leaving:	13
New Positions:	2
Temporary:	0

### Projected Job Openings (Through 2004):

From Growth:	30 positions
From Separations:	10 positions
Total:	40 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 16 responding employers: 14 employers project that their employment in this occupation will remain stable, 2 project their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 16 responding employers: 4 promote from this occupation to other positions (which may require additional education), such as:

- Manager,
- Administrator,
- Coordinator,
- Director,
- Vice-Principal or Principal and
- Superintendent.

# Teachers- Vocational Education and Training Teachers and Instructors

OES Code: 313140

**Description:** Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Included are correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment.

Alternative Titles: Instructor.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$7.00-\$12.00	\$7.75
New Hires, With Some Experience	\$7.75-\$22.37	\$13.50
Three Plus Years Of Experience With the Firm	\$9.00-\$31.25	\$16.00

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	24 %	18 %	0 %	35 %
Dental	12 %	12 %	0 %	53 %
Vision	12 %	12 %	0 %	53 %
Life Ins.	6 %	12 %	0 %	59 %
Sick Leave	29 %	6 %	0 %	41 %
Vacation	41 %	6 %	0 %	29 %
Retirement	0 %	12 %	6 %	59 %
Child Care	0 %	0 %	0 %	76 %

## Union/Collective Bargaining

Yes, of 17 responding employers: 2 report that their employees in this occupation are unionized, representing 48% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	37%	24
Full-Time (35 hrs. or more)	42%	41
Part-Time	20%	18
Temporary/On-Call	0%	0
Seasonal	1%	15

## Employer Requirements

### Education

Of 17 responding employers: 12 employers require a high school diploma or the equivalent and 2 employers will accept less than a high school diploma. 2 employers require a two-year associate degree (A.A.), none of the employers state that they require a four-year bachelor degree (B.A.) and 1 employer requires graduate studies.

### Training

Of 16 responding employers: 6 employers will accept an average of 19 months of training to replace experience in the occupation however, 10 employers will not accept training to replace experience. Of 17 responding employers: 12 employers require and 3 prefer an average of 27 months of technical or vocational training related to the field of instruction and 2 do not require technical or vocational training.

### Experience

Of 17 responding employers: 14 require and 2 prefer an average of 33 months of experience in the occupation and 1 does not require work experience. Of 16 responding employers: 9 will accept an average of 32 months of experience in other occupations and 7 employers will not accept experience in other occupations.

### License/Certification

The best source of information would be the school, because the certificate or license requirements for this occupation depends upon the type of school and the vocational subject taught. A Designated Subject credential in Vocational or Adult Education in the subject area may or may not be required. For more information contact: The State of California Commission on Teacher Credentialing, 1900 Capitol Avenue, P.O. Box 944270, Sacramento, CA, 95814.

### Technical Skills

- Ability to plan a course of instruction
- Ability to keep current in field of instruction
- Ability to motivate students
- Ability to supervise students

# Teachers- Vocational Education and Training Teachers and Instructors

17 Firms Responding Representing 103 Employees

- Ability to train students in use of computer software
- Ability to test and evaluate student achievement
- Ability to prepare instructional materials

## Personal or Other Skills

- Willingness to work Part-Time
- Ability to work under pressure
- Ability to work independently
- Tactfulness

## Basic Skills

- Basic math
- Ability to read and follow instructions
- Ability to write effectively and legibly
- Oral communication skills

## Computer Skills

- |                      |                |    |
|----------------------|----------------|----|
| ▪ Word Processing    | MS Word/Office | 12 |
| ▪ Spreadsheet        | Excel          | 9  |
| ▪ Database           | QuickBooks     | 7  |
| ▪ Desktop Publishing | Desktop Pub.   | 3  |
| ▪ Other:             |                | 6  |

Medical manager, AutoCAD, Grading Programs, Occupation related programs.

## Employment Trends

### Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.79 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.33 on a scale of 4.00).

### Recruitment Methods

17 employers responded to this question. 9 employers fill vacant positions through newspaper ads and 7 employers use every available source including networking, word of mouth and PIC/SMART.

### Annual Turnover

Employers responding to the survey report an 11.6% annual turnover rate.

### Size of Occupation:

Large Range: 190-210 employees

### Gender:

Male 59 % Female 41%

## Where The Jobs Are

### The major employing industries include:

- Colleges and Universities, and
- Job Training and Related Services.

## Projections

### Annual Job Growth Rate (times the average):

0.75, slower than average.

### Number of New Hires in the Last Year: 20

Promotions:	2
Employees Leaving:	9
New Positions:	8
Temporary:	1

### Projected Job Openings (1999-2006):

From Growth:	20 positions
From Separations:	20 positions
Total:	40 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 17 responding employers: 10 employers project their employment in this occupation will remain stable, 7 project that their employment in this occupation will grow and none of the responding employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 17 responding employers: 11 employers promote from this occupation to other positions, such as:

- Instructor Supervisor,
- Director,
- Administrator, and
- Dean (with additional education).

# Truck Drivers- Heavy or Tractor Trailer

OES Code: 971020

**Description:** Heavy or Tractor Trailer Truck Drivers drive tractor trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

**Alternative Titles:** Company Drivers, Drivers, Pick-up and Delivery Drivers, Transport Drivers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$6.90-\$11.50	\$ 9.30
New Hires, With Some Experience	\$7.48-\$17.74	\$11.46
Three Plus Years Of Experience With the Firm	\$9.21-\$20.13	\$13.21

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	65 %	30 %	5 %	0 %
Dental	35 %	10 %	20 %	35 %
Vision	20 %	15 %	20 %	45 %
Life Ins.	50 %	5 %	15 %	30 %
Sick Leave	35 %	0 %	5 %	60 %
Vacation	75 %	0 %	5 %	20 %
Retirement	25 %	25 %	25 %	25 %
Child Care	0 %	0 %	10 %	90 %

Other employee benefits: 401(k) retirement plan and medical coverage after 1 year.

### Union/Collective Bargaining

Yes. Of 20 responding employers: 1 employer reports that their employees in this occupation are unionized, representing less than 1% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	85%	44
Part-Time	0%	0
Temporary/On-Call	3%	38
Seasonal	12%	40

## Employer Requirements

### Education

Of 20 responding employers: 10 employers require at least a high school diploma or the equivalent, 10 employers will accept less than a high school diploma and none of the employers require a two- or four-year degree.

### Training

Of 20 responding employers: 10 employers require an average of 4 months of truck driver training prior to employment and 10 do not require training prior to hire. Of 19 responding employers: 5 employers will accept an average of 6 months training to replace previous work experience and 14 will not accept training to replace experience in the occupation.

### Experience

Of 20 responding employers: 14 employers require and 5 prefer an average of 19 months experience in the occupation. Of 18 responding employers: 5 employers will accept an average of 11 months experience in related fields (truck mechanic, welder, warehousing, delivery background) to replace for previous experience in the occupation, but 14 will not accept other occupational experience.

### License/Certification

A special driver's license must be obtained from the Department of Motor Vehicles: Class A Commercial Driving License. Applicants must be at least 18 years of age or 21 years of age for interstate commerce and must meet licensing requirements consisting of: a vision test, knowledge of the law, driving performance and a medical examination.

### Technical Skills

- Ability to drive and operate gasoline and diesel trucks
- Ability to handle tractor-trailers up to 75 ft in length and up to 20,000 lbs per axle
- Know state licensing and driving requirements
- Ability to drive and deliver a variety of goods
- Ability to load and unload truck
- Ability to operate a forklift or other hoisting equipment
- Ability to keep accurate log book
- Ability to do maintenance and minor repairs
- Possession of valid class A and B licenses

# Truck Drivers- Heavy or Tractor Trailer

20 Firms Responding Representing 471 Employees

- Knowledge of all traffic laws and rules for driving safely
- Possession of a clean Department of Motor Vehicles driving record
- Driver must be 18 years old; out-of-state drivers must be 21 years old
- Able to transport live animals or refrigerated products

## Physical Skills

- Able to pass a pre-employment medical exam
- Able to pass drug screening testing
- Physically able to drive truck for long distances and long hours
- Ability to sit for long periods of time
- Ability to put snow and ice chains on tires
- Ability to be on the road for many days

## Personal or Other Skills

- Ability to work independently
- Ability to read and follow directions
- Ability to write legibly
- Ability to follow oral instructions and directions
- Ability to drive in all kinds of weather elements and areas
- Ability to make good safety decisions

## Basic Skills

- Basic math skills
- Good communication skills

## Computer Skills

- Word Processing 0
- Spreadsheet 0
- Database 0
- Desktop Publishing 0
- Other programs: 0

Basic keyboard skills are helpful.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.21 on a scale of 4.00).
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4.00).

#### Recruitment Methods

Of 20 responding employers: 17 hire new employees based on from current employees' referrals, 14 hire by taking applications from walk-ins and 12 hire based on the response to newspaper ads.

## Annual Turnover

Employers responding to the survey report a 22.1% annual turnover rate.

## Size of Occupation:

Very Large Range: 1240-1450 employees

## Gender:

96% Male 4% Female

## Where The Jobs Are

### The major employing industries include:

- Trucking and courier services, except air, and
- Petroleum and petroleum products.

## Projections

### Annual Job Growth Rate (times the average):

1.06, average.

### Number of New Hires in the Last Year: 165

Promotions: 1  
Employees Leaving: 102  
New Positions: 4  
Temporary: 58

### Projected Job Openings (Through 2004):

From Growth: 210 positions  
From Separations: 130 positions  
Total: 340 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 20 responding employers: 15 employers project that their employment in this occupation will remain stable, 5 project their employment in this occupation will grow and none of the responding employers projects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 20 responding employers: 8 promote from this occupation to other positions, such as:

- Yard Foreperson,
- Inside Sales,
- Salesperson,
- Shipping Clerk,
- Dispatcher or Supervising Dispatcher and
- Operations Manager.

# Truck Drivers, Light – Includes Delivery and Route Workers

OES Code: 971050

**Description:** Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

**Alternative Titles:** Couriers, Delivery Drivers, Route Drivers.

## Wages and Benefits

Hourly Wages	Range	Median
New Hires, With No Experience	\$5.75-\$6.50	\$6.08
New Hires, With Some Experience	\$6.00-\$8.00	\$6.40
Three Plus Years Of Experience With the Firm	\$6.00-\$8.50	\$7.25

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27%	33%	0%	27%
Dental	13%	0%	13%	60%
Vision	7%	7%	7%	67%
Life Ins.	33%	7%	7%	40%
Sick Leave	33%	0%	0%	53%
Vacation	67%	0%	0%	20%
Retirement	13%	20%	7%	47%
Child Care	0%	0%	0%	87%

Part-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0%	13%	7%	40%
Dental	0%	0%	0%	60%
Vision	0%	0%	0%	60%
Life Ins.	7%	0%	0%	53%
Sick Leave	20%	0%	0%	40%
Vacation	27%	0%	0%	33%
Retirement	7%	0%	0%	53%
Child Care	0%	0%	0%	60%

Other employee benefits: 401(k) retirement plans; employer pays mileage and vacation after one year of employment.

### Union/Collective Bargaining

No. Of 15 responding employers: none report that their employees in this occupation are unionized.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	66%	40
Part-Time	33%	26
Temporary/On-Call	1%	12
Seasonal	<1%	40

## Employer Requirements

### Education

Of 15 responding employers: 10 employers require at least a high school diploma or the equivalent and 5 employers will accept less than a high school diploma. None of the employers require a two- or four- year degree.

### Training

Of 15 responding employers: 15 employers do not require employees have any vocational training prior to employment. Of 6 responding employers: 2 employers will accept an average of 5 months training to replace occupational experience and 4 employers do not accept training to replace experience.

### Experience

Of 15 responding employers: 3 employers require and 3 employers prefer an average of 10 months experience in this occupation. Of 6 responding employers: 3 employers will accept an average of 14 months experience in related fields (personal driving record, driving instructor, customer service, construction field) to replace occupational experience.

### License/Certification

A California Commercial Driving License from the Department of Motor Vehicles may be required as well as the possession of a valid Class C driver's license. Licensing requirements include: Must be 18 years of age or 21 years of age for interstate commerce, must be able to pass vision tests, must be able to pass tests to prove knowledge of the law, pass a driving performance test and pass a medical examination.

### Technical Skills

- Ability to load and unload goods to be delivered
- Ability to drive in traffic, bad weather, city, rural and mountains

# Truck Drivers, Light – Includes Delivery and Route Workers

15 Firms Responding Representing 208 Employees

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- Possession of a clean Department of Motor Vehicles driving record
- Ability to drive manual / stick shift vehicle
- Ability to read a map
- Knowledge of local areas and streets

## Physical Skills

- Ability to sit, walk, run, and lift merchandise
- Able to pass pre-employment drug testing

## Personal or Other Skills

- Excellent customer service skills
- Ability to work independently
- Ability to work under pressure and deadlines
- Ability to follow and adhere to all safety procedures
- Ability to follow employer's grooming standards

## Basic Skills

- Basic math skills
- Ability to read and write
- Good communication skills
- Ability to follow directions

## Computer Skills

- Word Processing 0
- Spreadsheet 0
- Database 0
- Desktop Publishing 0
- Other programs: 0

Basic keyboard skills only.

## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4.00).
- Inexperienced Applicants: Moderately Difficult (2.09 on a scale of 4.00).

### Recruitment Methods

Of 15 responding employers: 13 hire new employees based on current employees' referrals, 12 employers hire by accepting walk-in applicants and 11 hire through newspaper ads.

### Annual Turnover

Employers responding to the survey report a 23.7% annual turnover rate.

### Size of Occupation:

Very Large Range: 800-950 employees

## Gender:

65% Male 35% Female

## Where The Jobs Are

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### The major employing industries include:

- Trucking and courier services, except air,
- Air transportation, scheduled,
- Laundry, cleaning and garment services,
- Individual and family services,
- Motor vehicles, parts and supplies,
- Beverages,
- Newspapers,
- Automotive services, except repair,
- Miscellaneous equipment rental and leasing,
- Lumber and other building materials, and
- Personal supply services.

## Projections

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### Annual Job Growth Rate (times the average):

1.18, faster than average.

### Number of New Hires in the Last Year: 50

Promotions: 0  
Employees Leaving: 49  
New Positions: 1  
Temporary: 0

### Projected Job Openings (Through 2004):

From Growth: 150 positions  
From Separations: 80 positions  
Total: 230 positions

### Employer Projected Occupation Growth (Over the next 24 months):

Of 15 responding employers: 14 employers project their employment in this occupation will remain stable, 1 projects that their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

## Other Information

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### Promotional Opportunities

Of 15 responding employers: 12 promote from this occupation to other positions, such as:

- Lead Driver,
- Counter Person,
- Yard Foreperson,
- Dispatcher, and
- Supervisor.



# Welders and Cutters

OES Code: 939140

**Description:** Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships or join together components of fabricated sheet metal assemblies, or cut, trim or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

Alternative Titles: Master Welders, Mechanics.

## Wages and Benefits

Hourly Wages (Union)	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$16.00-\$28.43	\$19.86
Three Plus Years Of Experience With the Firm	\$18.00-\$28.43	\$20.61

Hourly Wages (Non-Union)	Range	Median
New Hires, With No Experience	N/A	N/A
New Hires, With Some Experience	\$ 7.67-\$12.00	\$ 9.50
Three Plus Years Of Experience With the Firm	\$11.51-\$14.50	\$12.00

Note: Of 15 responding employers: 15 do not hire employees in this occupation without previous experience.

Full-Time Benefits	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	67 %	20 %	7 %	7 %
Dental	40 %	13 %	7 %	40 %
Vision	27 %	13 %	7 %	53 %
Life Ins.	47 %	0 %	13 %	40 %
Sick Leave	40 %	0 %	7 %	53 %
Vacation	87 %	0 %	7 %	7 %
Retirement	40 %	20 %	7 %	33 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits: 401(k) retirement plans, IRA plans and profit sharing.

### Union/Collective Bargaining

Yes. Of 15 responding employers: 4 employers report that their employees in this occupation are unionized, representing 14% of the workforce.

## Time Base and Hours Worked

### Employment Status and Average Weekly Hours

	% Of Employees Surveyed	Hours Per Week
Full-Time	85%	42
Part-Time	0%	0
Temporary/On-Call	2%	40
Seasonal	14%	40

## Employer Requirements

### Education

Of 15 responding employers: 10 employers require at least a high school diploma or the equivalent, 5 employers will accept less than a high school diploma and none of the employers require a two- or four- year degree.

### Training

Of 15 responding employers: 7 employers require and 2 employers prefer an average of 14 months welding training prior to employment and 6 employers do not require vocational training. Of 15 responding employers: 5 employers will accept an average of 19 months training to replace occupational experience, while 10 employers will not accept any other training to replace occupational experience.

### Experience

Of 15 responding employers: 15 employers require an average of 26 months experience in this occupation. Of 15 responding employers: 5 employers will accept an average of 19 months experience in related fields (assemblers, fabricators, construction laborers, truck driver, truck mechanic) to replace occupational experience and 10 employers will not accept any other occupational experience.

### License/Certification

None.

### Technical Skills

- Working knowledge of Arc and Gas Welding
- Working knowledge of making cuts from blueprints, work order, or layout specifications
- Working knowledge of fabrications and repair of machine parts, motors, trailers, and manufacturing equipment
- Awareness of welding safety procedures

# Welders and Cutters

15 Firms Responding Representing 66 Employees

## Physical Skills

- Ability to work from scaffolds and ladders
- Ability to work in awkward positions
- Ability to stand, stoop, bend, kneel, walk, and lift

## Personal or Other Skills

- Mechanical aptitude
- Willingness to work with others
- Ability to work independently
- Ability to work under pressure and meet deadlines

## Basic Skills

- Able to read and follow directions and instructions
- Ability to follow written or oral instructions
- Basic math skills
- Job safety

## Computer Skills

- Word Processing 0
- Spreadsheet skills 0
- Database 0
- Desktop Publishing 0
- Other Programs: 0

Basic keyboard skills.

## Employment Trends

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.27 on a scale of 4.00).
- Inexperienced Applicants: N/A  
Does not hire inexperienced

#### Recruitment Methods

Of 15 responding employers: 7 employers hire new employees by accepting walk-in applicants, responses to newspaper advertisements or from current employees' referrals.

#### Annual Turnover

Employers responding to the survey report a 15.8% annual turnover rate.

#### Size of Occupation:

Medium to Large Range: 140-200 employees

#### Gender:

100% Male 0% Female

## Where The Jobs Are

### The major employing industries include:

- Partitions and fixtures,
- Fabricated structural metal products,
- Sawmills and planing mills,
- Miscellaneous durable goods,
- Iron and steel foundries, and
- Motor vehicles and equipment.

## Projections

### Annual Job Growth Rate (times the average):

2.69, much faster than average.

### Number of New Hires in the Last Year: 22

Promotions: 1  
Employees Leaving: 8  
New Positions: 9  
Temporary: 4

### Projected Job Openings (Through 2004):

From Growth: 60 positions  
From Separations: 30 positions  
Total: 90 positions

### Employer Projected Occupation Growth (Over the Next 24 months):

Of 15 responding employers: 14 employers project their employment in this occupation will remain stable, 1 projects that their employment in this occupation will grow and none of the employers expects a decline over the next 24 months.

## Other Information

### Promotional Opportunities

Of 15 responding employers: 9 promote from this occupation to other positions, such as:

- Journey person,
- Drafter,
- Machine Operator,
- Foreperson,
- Supervisor,
- Job Supervisor,
- Crew Supervisor,
- Shop Foreperson,
- Project Foreperson, and
- Maintenance Supervisor.

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# **2003 Shasta County Training Directory**

# The 2003 Shasta County Training Directory

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*The 2003 Shasta County Training Directory* is produced through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID). The Shasta County Training Directory is part of the California Training and Education Providers (CTEP) directory.

## **What is the CTEP?**

The California Training and Education Providers (CTEP) directory is the most comprehensive source of training providers in the state of California. You may access CTEP on the web at: <http://www.californiacareers.info/>.

## **What kind of information is available on CTEP?**

This easy-to-use program provides fast and efficient access to state and local educational training information. Internet web links are provided to training provider's home pages as well as to state government web sites that contain valuable occupational information to help you in your job search. Information is available about more than 2,600 private and public post secondary schools, colleges, and universities throughout California. The school profiles include: school name, mailing and physical address, phone and fax numbers, internet and email addresses (when available), a scrollable list of the types of programs offered by the school, student services offered, degrees granted, types of accreditation, and a link to street maps and transit resources. You can also look up schools by city or county, or other geographical groupings and by school type.

## **Who uses the CTEP information?**

Many individuals, training personnel and local employers, and state agencies have found it to be a valuable source to identifying available training resources. One can find training providers based upon location, programs offered, type of school, and occupation focus.

## **Are the schools listed in the CTEP endorsed by EDD or PIC?**

No. Although we have listed these providers in The Occupational Outlook 2003, please note that the sponsoring partners, including the Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Provider (CTEP).

## **Is program placement available?**

Private Industry Council funding for specific programs is subject to change without notice. Program placement is contingent upon client eligibility, assessment needs and the availability of training at the specific trainer. In addition, not all of the training providers and/or programs collected within this directory will necessarily meet the PIC acceptable vendors list criteria.

## **Is the information accurate and current?**

We have made every effort to ensure that program information is accurate and current at the time we go to print, but please note that this data changes frequently. Therefore, we recommend contacting the schools directly to verify the information listed in the profile. Phone numbers, area codes, and program offerings may change.

# The 2003 Shasta County Training Directory

## AMERICAN TRUCK SCHOOL, LLC

Address: 8530 Commercial Way  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 223-5693  
Fax: (530) 223-1086  
Admissions Number: (888) 700-5693  
Internet/URL: not applicable  
Email: [mailto:ats@msn.com](mailto:mailto:ats@msn.com)

### Accreditation:

WIA Eligible Provider  
Bureau of Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid	✓	
Job Placement	✓	
Veteran Approved	✓	
On Site Child Care		✓
Career Development		✓
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma	✓	

### Training Program(s):

Truck, Bus and Other Commercial Vehicle Operator  
Tractor/Trailer Operation – Class A  
(4 and 6-week programs)

## BETWEEN THE LINES

Address: 1784 Churn Cr. Rd.  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 223-2557  
Fax: (530) 226-6190  
Internet/URL: not applicable  
Email: [btlines@aol.com](mailto:btlines@aol.com)

### Accreditation:

Bureau of Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid	✓	
Job Placement	✓	
Veteran Approved	✓	
On Site Child Care		✓
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning		✓
(English as a Second Language) ESL		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs Available:

Administrative Management- (Microsoft Office,  
Internet Services and Accounting Software)  
Computer aided Drafting Technology- (Architectural,  
Civil, Mechanical and Graphics)  
Geological Information Systems (GIS)  
Medical Management Technology- (Billing, Coding,  
Transcription and Terminology)

# The 2003 Shasta County Training Directory

## CAREER ACADEMY

Address: 2655 Bechelli Lane  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 224-7227  
Fax: (530) 224-7226  
Internet/URL: <http://www.thecareeracademy.com/>  
Email: [info@thecareeracademy.com](mailto:info@thecareeracademy.com)

### Accreditation:

WIA Eligible Training Provider  
Bureau For Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid	✓	
Job Placement	✓	
Veteran Services	✓	
On Site Child Care		✓
Career Development		✓
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate		✓
Diploma		✓

### Training Programs Available:

AutoCAD and Drafting Technology  
Clinical Medical Assisting  
Computer Network Technician  
Computer Repair and Service Technician  
Full Charge Bookkeeping  
Information Management Technology  
Medical Assisting  
Medical Front Office/ Billing Clerk  
MCSE Microsoft Certification  
Telecommunication Assembly and Repair  
Technology

## CASCADE SMALL BUSINESS DEVELOPMENT CENTER

Address: 737 Auditorium Dr.  
Suite A  
Redding, CA 96001

School Type: Other Education

Phone: (530) 225-2770  
Fax: (530) 225-2769  
Internet/URL: <http://www.cascadesbdc.org/>  
Email: [nheubeck@scedd.org](mailto:nheubeck@scedd.org)

### Accreditation:

Not Applicable

Services for Students	Yes	No
Financial Aid		✓
Job Placement		✓
Veteran Approved		✓
On Site Child Care		✓
Career Development		✓
Counseling	✓	
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs:

Business, Management, Marketing & Related  
Support Services, Other

# The 2003 Shasta County Training Directory

## CENTURY 21 – HILLTOP

Address: 2040 Hilltop Dr.  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 221-7112  
Fax: (530) 221-7116  
Internet/URL: <http://www.century21.com/>  
Email: [century21hilltop@aol.com](mailto:century21hilltop@aol.com)

### Accreditation:

Bureau For Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid		✓
Job Placement		✓
Veteran Approved		✓
On Site Child Care		✓
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs:

Real Estate Study and Test Preparation

## CENTER FOR NON-PROFIT RESOURCES

Address: 2280 Benton Dr.,  
"C", Ste.A  
Redding, CA 96003

School Type: Other Education

Phone: (530) 244-1219  
Fax: (530) 244-0905  
Internet/URL: <http://www.grcnc.org/>  
Email: [library@grcnc.org](mailto:library@grcnc.org)

### Accreditation:

None Provided

Services for Students	Yes	No
Financial Aid		✓
Job Placement		✓
Veteran Approved		✓
On Site Child Care		✓
Career Development		✓
Counseling		✓
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs Available:

Note: For Non-Profits Only

Business Management, Marketing and Related  
Support Services

Finance and Financial Management Services, Other



# The 2003 Shasta County Training Directory

## COMPUTER LEARNING CENTER

Address: 1647 Hartnell Ave,  
Suite 13  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 223-6855  
Fax: (530) 223-6855  
Internet/URL:  
<http://www.computerlearningcenter.redding.com/>  
Email: [tdemarco@pacbell.net](mailto:tdemarco@pacbell.net)

### Accreditation:

Bureau For Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid		✓
Job Placement	✓	
Veteran Services		✓
On Site Child Care		✓
Career Development		✓
Counseling		✓
Open Entry/Open Exit	✓	
Distance Learning	✓	
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs:

Business / Office Automation / Technology / Data  
Entry  
Computer and Information Sciences & Support  
Services, Other

(School is in the process of relocating. As of this  
printing no new address is available.)

## GRIFFIN REALTY & MORTGAGE COMPANY

Address: 2997 Churn Cr. Rd.  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 223-1768  
Fax: (530) 223-2831  
Internet/URL: Not Applicable  
Email: Not Applicable

### Accreditation:

Not applicable

Services for Students	Yes	No
Financial Aid		✓
Job Placement	✓	
Veteran Approved		✓
On Site Child Care		✓
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs:

Real Estate

# The 2003 Shasta County Training Directory

## H & R BLOCK TAX SCHOOL

Address: 2643 Bechelli Lane  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 223-6672  
Fax: (530) 223-6630  
Internet/URL: <http://www.hrblock.com/>  
Email: Not Applicable

### Accreditation:

Bureau For Private Post Secondary and Vocational  
Education  
California Tax Education Council

Services for Students	Yes	No
Financial Aid		✓
Job Placement		✓
Veteran Approved		✓
On Site Child Care		✓
Career Development		✓
Counseling		✓
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs Available:

Taxation

## HILLSIDE AVIATION

Address: 2600 Gold Street  
Redding, CA 96001

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 241-4204  
Fax: (530) 241-7125  
Internet/URL: <http://www.hillsideaviation.com/>  
Email: [info@hillsideaviation.com](mailto:info@hillsideaviation.com)

### Accreditation:

Federal Aviation Administration

Services for Students	Yes	No
Financial Aid	✓	
Job Placement		✓
Veteran Approved		✓
On Site Child Care		✓
Career Development		✓
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate		✓
Diploma	✓	

### Training Programs Available:

Aircraft Pilot (Private)

# The 2003 Shasta County Training Directory

## JIM AND I AVIATORS

Address: 6030 Old Oregon Trail  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 221-5300  
Fax: (530) 221-8307  
Internet/URL: <http://www.jimandiaviators.com/>  
Email: [jimandi@jps.net](mailto:jimandi@jps.net)

### Accreditation:

Federal Aviation Administration

Services for Students	Yes	No
Financial Aid		✓
Job Placement		✓
Veteran Approved	✓	
On Site Child Care		✓
Career Development		✓
Counseling		✓
Open Entry/Open Exit	✓	
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate		✓
Diploma	✓	

### Training Programs Available:

Aircraft Pilot (Private)  
Aircraft Pilot (Professional)  
Commercial and Instrument Rating

## NATIONAL UNIVERSITY, REDDING

Address: 2195 Larkspur Lane,  
Ste. 200  
Redding, CA 96002

School Type: Private 4- or more year  
Colleges and Universities,  
including Graduate and  
Professional Schools

Phone: (530) 226-4000  
Fax: (530) 226-4040  
Internet/URL: [www.nu.edu/](http://www.nu.edu/)  
Email: [smitchell@nu.edu](mailto:smitchell@nu.edu)

### Accreditation:

Accrediting Commission of the Distance Education and Training  
Council

American Association of Colleges for Teacher Education  
American Association of Intensive English Programs  
California Commission on Teacher Credentialing  
Commission on Collegiate Nursing Education  
National League for Nursing  
Western Association of Schools and Colleges (WASC)

Services for Students	Yes	No
Financial Aid	✓	
Job Placement		✓
Veteran Approved	✓	
On Site Child Care		✓
Career Development		✓
Counseling	✓	✓
Open Entry/Open Exit	✓	
Distance Learning	✓	
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree	✓	
Bachelor Degree	✓	
Associate Degree	✓	
Certificate	✓	
Diploma		✓

### Degrees and Programs Available:

Bachelor of Arts w/ Major in: Interdisciplinary  
Studies  
Bachelor of Business Administration  
Master of Arts w/ Major in: Counseling Psychology  
Master of Business Administration  
Master of Education, Cross-Cultural Teaching with  
Multiple or Single Subject Credentials

### Credentials Options:

CLAD Certificate  
Preliminary and Professional Clear (Multiple Subject  
or Single Subject) Teaching Credential with CLAD

# The 2003 Shasta County Training Directory

## NEW LIFE INSTITUTE SCHOOL OF MASSAGE THERAPY

Address: 1159 Hilltop Drive  
Redding, CA 96003

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 222-1467  
Fax: (530) 222-3489  
Internet/URL: <http://www.newlifeinstitute.com/>  
Email: [glatal@c-zone.net](mailto:glatal@c-zone.net)

### Accreditation:

Bureau For Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid		✓
Job Placement		✓
Veteran Approved		✓
On Site Child Care		✓
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs Available:

Massage Courses:  
Massage Therapy /Therapeutic Massage

## NORTH STATE TECHNICAL INSTITUTE (NSTI)

Physical Address: 783 Twin View Blvd.  
Redding, CA 96003

Corporate/  
Mailing Address: P. O. Box 359  
Anderson, CA 96007

Corporate Phone: (530) 229-1088  
Corporate Fax: (530) 229-9088

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone (Admissions): (530) 222-6708  
Internet/URL: <http://www.nsti-ca.com/>  
Email: [Info@nsti-ca.com](mailto:Info@nsti-ca.com)

### Accreditation:

Bureau For Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid	✓	
Job Placement	✓	
Veteran Approved		✓
On Site Child Care		✓
Career Development	✓	
Counseling		✓
Open Entry/Open Exit		✓
Distance Learning	✓	
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate		✓
Diploma	✓	

### Training Programs Available:

Electrical, Electronic and Communications  
Engineering Technician/Technology  
Electrical and Electronics Equipment Installation and  
Repair, General  
Electronic Security Design, Installation and Service  
Fire Protection and Safety Technician

# The 2003 Shasta County Training Directory

## NORTH VALLEY HELICOPTERS

Physical Address: 3770 Flight Avenue  
Redding Municipal  
Airport  
Redding, CA 96002

Mailing Address: 1535 Fresia Way  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 222-3122  
Fax: (530) 222-4488  
Internet/URL: <http://northvalleyhelicopters.com/index.html>  
Email: [nvhelicopter@pobox.com](mailto:nvhelicopter@pobox.com)

**Accreditation:**  
Federal Aviation Administration

Services for Students	Yes	No
Financial Aid		✓
Job Placement	✓	
Veteran Approved		✓
On Site Child Care		✓
Career Development		✓
Counseling		✓
Open Entry/Open Exit	✓	
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate		✓
Diploma	✓	

**Training Programs Available:**  
Aircraft Pilot (Private)  
Airline/ Commercial/ Professional Pilot and Flight  
Crew

## SHASTA BIBLE COLLEGE

Address: 2951 Goodwater Ave.  
Redding, CA 96002

School Type: Private 4-or more year  
Colleges and Universities,  
including Graduate and  
Professional Schools

Phone: (530) 221-4275  
Fax: (530) 221-6929  
Internet/URL: <http://www.shasta.edu/>  
Email: [ggunn@shasta.edu](mailto:ggunn@shasta.edu)

**Accreditation:**  
Association of Christian Schools International  
Bureau For Private Post Secondary and Vocational  
Education  
Transitional Association of Christian Colleges and  
Schools  
Transnational Association of Christian Colleges and  
Schools

Services for Students	Yes	No
Financial Aid	✓	
Job Placement	✓	
Veteran Approved	✓	
On Site Child Care	✓	
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning	✓	
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree	✓	
Master Degree	✓	
Bachelor Degree	✓	
Associate Degree	✓	
Certificate	✓	
Diploma		✓

**Training Programs Available:**  
Bible and Biblical Studies  
Educational Leadership and Administration, General  
Kindergarten and Preschool Education and Teaching  
(New)  
Teacher Education and Professional Development,  
Specific Academic and Vocational Programs,  
Other  
Theological and Ministerial Studies, Other  
Theology and Religious Vocations, Other

# The 2003 Shasta County Training Directory

## SHASTA COLLEGE

Physical Address: 11555 Old Oregon Trail  
Redding, CA 96003

Mailing Address: P.O. Box 496006  
Redding, CA 96049-6006

School Type: Community Colleges

Main Phone: (530) 225-4600  
Admissions Phone: (530) 225-4841  
Fax: (530) 225-4990  
Internet/URL: <http://www.shasta.cc.ca.us/>  
Email: [info@shastacollege.edu](mailto:info@shastacollege.edu)

### Accreditation:

A WIA Eligible Training Provider  
Western Association of Schools and Colleges

Services for Students	Yes	No
Financial Aid	✓	
Job Placement	✓	
Veteran Approved	✓	
On Site Child Care	✓	
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning	✓	
English as a Second Language (ESL)	✓	

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree	✓	
Certificate	✓	
Diploma		✓

## Training Programs Available:

Shasta College is a community college that offers Associate Degree Transfer/General Education (T/GE) programs, Associate Degree Vocational/Occupational (V/O) programs and Certificate (C) programs. The school has organized its course offerings into six Instructional Centers. 1) The Center for Fine Arts and Communication, 2) The Center for Business, Mathematics and Technology, 3) The Center for Human Development, 4) Center for Language Arts and Social Sciences, 5) The Center for Public Safety, Sports and Fitness, and 6) The Center for Science, Industry and Natural Resources. Following is a listing of the programs offered by Shasta College.

### I. The Center for Fine Arts and Communication

- Art [T/GE; V/O]
- Communication Arts [T/GE; V/O]
- Dance [T/GE]
- Humanities [T/GE]
- Journalism [T/GE, V/O; C]
- Music [T/GE; V/O; C]
- Speech [T/GE]
- Theatre Arts [T/GE; V/O; C]

### II. Center For Business, Mathematics and Technology

- Accounting Clerk / Bookkeeper [C]
- Aviation Maintenance Technology [V/O]
- Business Administration [V/O]
- Business Administration- Accounting Concentration [V/O]
- Business Administration- General Business Concentration [V/O]
- Business Administration- Management Concentration [V/O]
- Business Administration- Real Estate Concentration [V/O]
- Casino Management [C]
- Civil Engineering Technology [V/O; C]
- Computer Aided Drafting (CAD) Technology [V/O; C]
- Computer and Information Systems- Business Information Systems Concentration [V/O]

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## SHASTA COLLEGE (cont.)

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- Computer and Information Systems-  
Computer Networking Concentration-  
CCNA Option [V/O; C]
- Computer and Information Systems-  
Computer Networking Concentration-  
CCNP Option [V/O; C]
- Computer Electronics [V/O]
- Computer Maintenance [C]
- Computer Repair [C]
- Culinary Arts [V/O; C]
- Customer Service Academy Certificate [C]
- Dietary Service Supervisor Certificate [C]
- Electronics Technology [V/O]
- Engineering [T/GE]
- Hospitality Management [V/O; C]
- Hospitality Management – Food Services  
[C]
- Hospitality Management – Hotel or Motel  
[C]
- Hospitality Management – Management  
Certificate [C]
- Hospitality Management– Operations [C]
- Legal Assistant [V/O]
- Marketing [V/O]
- Mathematics [T/GE]
- Office Administration – Administrative  
Assistant [V/O]
- Office Administration – Administrative  
Assistant – Legal [V/O]
- Office Administration- Clerical Assistant  
[C]
- Office Administration – Information  
Processing Specialist [V/O; C]
- Office Administration– Medical Billing  
Specialist [C]
- Office Administration– Medical Office  
Specialist [V/O; C]
- Office Administration– Records Manager  
[C]
- Office Administration– Transcriptionist-  
Medical [V/O; C]
- Real Estate [C]
- Retail Management [C]

### III. Center for Human Development

- Dental Hygiene [V/O; C]
- Early Childhood Education [V/O; C]

- Early Childhood Education – Family  
Childcare [C]
- Education [V/O; C]
- Family Studies (formerly Home Economics)  
[V/O]
- Health Occupations [V/O; C]
- Human Services [V/O; C]
- Life Management [C]
- Nurse Aide / Home Health Aide [C]
- Nursing – Association Degree [V/O]
- Nursing – Vocational [C]
- Registered Nursing [V/O; C]
- Residential Care Counselor [V/O; C]

### IV. The Center for Language Arts and Social Sciences

- Archeology [T/GE]
- Anthropology [T/GE]
- Economics [T/GE]
- English [T/GE]
- English as a Second Language [V/O]
- Foreign Languages (German, Japanese,  
French, Spanish, Russian) [T/GE]
- Geography [T/GE]
- Gerontology Certificate [C]
- History [T/GE]
- Humanities [T/GE]
- Philosophy [T/GE]
- Political Science [T/GE]
- Psychology [T/GE]
- Sign Language [V/O]
- Sociology [T/GE]

### V. Center for Public Safety, Sports and Fitness

- Adaptive Studies [V/O]
- Administration of Justice [V/O]
- California Firefighter I and II Certification  
[C]
- Fire Technology – Oil Fire [V/O]
- Fire Technology – Wildland Firefighter  
Academy [C]
- First Aid / CPR /EMT [C]
- Public Safety [V/O; C]
- Physical Education [T/GE]

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## SHASTA COLLEGE (cont.)

### VI. Center for Science, Industry and Natural Resources

- Agriculture [V/O]
- Applied Sustainability [C]
- Anatomy [T/GE]
- Astronomy [T/GE]
- Automotive Alignment/ Brakes Technician [C]
- Automotive Engine Performance Technician [C]
- Automotive Power Train Technician [C]
- Automotive Technology [V/O; C]
- Biology [T/GE]
- Botany [T/GE]
- Chemistry [T/GE]
- Construction Technology [V/O; C]
- Diesel Technology [V/O; C]
- Environmental Resources [V/O; C]
- Equine Science [V/O; C]
- Equipment Operations and Maintenance [C]
- Geographic Information Systems [C]
- Geology [T/GE]
- Horticulture – Floral Design [C]
- Horticulture – Irrigation Certificate [C]
- Horticulture Management [V/O; C]
- Horticulture – Retail Nursery Sales [C]
- Horticulture – Turf Management [C]
- Industrial Technology [V/O; C]
- Interdisciplinary Studies [V/O; C]
- Light Duty Electro-Mechanics and Refrigeration [C]
- Microbiology [T/GE]
- Natural History [T/GE]
- Natural Resources [V/O; C]
- Natural Resources – Chain Saws Operation and Maintenance [C]
- Physics [T/GE]
- Physiology [T/GE]
- Water/Waste Water Treatment [C]
- Welding Technology [V/O; C]
- Zoology [T/GE]

## SHASTA SCHOOL OF COSMETOLOGY

Address: 678 N. Market Street  
Redding, CA 96003

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 243-7990  
Fax: (530) 243-0632  
Internet/URL: Not Applicable  
Email: Not Applicable

### Accreditation:

Bureau For Private Post Secondary and Vocational  
Education

Services for Students	Yes	No
Financial Aid	✓	
Job Placement		✓
Veteran Approved	✓	
On Site Child Care		✓
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate		✓
Diploma	✓	

### Training Programs Available:

Cosmetology and Related Personal Grooming Arts,  
Other  
Cosmetology, Barber and Styling and Nail Instructor  
(New)  
Cosmetology and Cosmetologist, General



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## SHASTA-TRINITY REGIONAL OCCUPATIONAL PROGRAM (ROP)

Address: 4659 Eastside Road  
Redding, CA 96001

School Type: Secondary Schools with  
Occupational Programs  
(ROP and vocational and  
occupational Education)

Phone: (530) 246-3302  
Fax: (530) 246-3306  
Internet/URL: <http://www.strop.org/>  
Email: [shastarop@shastalink.k12.ca.us](mailto:shastarop@shastalink.k12.ca.us)

### Accreditation:

California State Department of Education  
(Note: Only courses are approved)

Services for Students	Yes	No
Financial Aid		✓
Job Placement	✓	
Veteran Approved		✓
On Site Child Care		✓
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit	✓	
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs Available:

- Accounting Technician
- Agricultural Mechanization
- Agriculture and Agricultural Science
- Animal Sciences
- Auto Mechanic and Technician
- Banking and Financial Support Services
- Building and Property Maintenance and Management
- Business Marketing and Marketing Management
- Child Growth, Care and Development Studies
- Communications
- Computer Science
- Construction and Building Technician
- Cosmetologist
- Dental Assistant
- Electrical and Electronic Drafting
- Fire Science and Firefighting
- Food and Beverage and Restaurant Operations Manager
- General Office, Clerical and Typing Services
- Health and Medical Preparatory Programs
- Heavy Equipment Maintenance and Repairer
- Horticultural Science
- Landscaping Operations and Management
- Law Enforcement and Police Science
- Marketing and Distribution Operations
- Mechanics and Repairers
- Medical Assistant
- Medical Laboratory Technician
- Medical Office Management
- Natural Resources Management and Protective Services
- Nurse Assistant and Aide
- Pharmacy Technician and Assistant
- Photography
- Veterinarian Assistant and Animal Health Technician

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## SIMPSON COLLEGE

Address: 2211 College View Drive  
Redding, CA 96003

School Type: Private 4- or more year  
Colleges and Universities,  
including Graduate and  
Professional Schools

Phone: (530) 226-4606  
Fax: (530) 226-4861  
Internet/URL: <http://www.simpsonca.edu/>  
Email: [admissions@simpsonca.edu](mailto:admissions@simpsonca.edu)

### Accreditation:

A WIA Eligible Training Provider (One or More  
Programs Offered)

Western Association of Schools and Colleges

Services for Students	Yes	No
Financial Aid	✓	
Job Placement		✓
Veteran Approved	✓	
On Site Child Care		✓
Career Development	✓	
Counseling	✓	
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree	✓	
Bachelor Degree	✓	
Associate Degree	✓	
Certificate	✓	
Diploma		✓

### Training Programs Available:

- Administration of Special Education
- Bible and Biblical Studies
- Business Administration and Management
- Communications
- Education
- Educational Supervision
- English Language and Literature
- English Teacher Education
- History
- Human Resources Management
- Liberal Arts and Sciences and Liberal Studies
- Mathematics
- Missions, Missionary Studies and Misology
- Music
- Music Teacher Education
- Pastoral Counseling and Specialized Ministries
- Psychology
- Reading, Literacy and Communication Skills
- Reading Teacher Education
- Social Science Teacher Education
- Social Sciences
- Teacher Education and Vocational Programs
- Theological and Ministerial Studies
- Theological Studies and Religious Vocations
- Theology and Theological Studies

# The 2003 Shasta County Training Directory

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## SMART COMMUNITY EMPLOYMENT CENTERS

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**The SMART Community Employment Center** was created to give Shasta County residents easy access to job, education and training services. If you are a JOB SEEKER seeking permanent, temporary or summer employment, SMART offers FREE services at the following Shasta County locations: Redding at the Private Industry Council, and the outreach offices located in Burney and Anderson. Please Note: All services may not be available at all locations. Please call for further information.

Register on-line to access these services.  
Information is available through the website:  
<http://www.shastasmart.com/>

### ANDERSON COMMUNITY EMPLOYMENT CENTER

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Address: 2684 Gateway Drive  
Anderson, CA 96007

Phone: (530) 378-6026  
Fax: (530) 378-6912  
TTY: (530) 225-2095

**Services:** Public Computers, Public Fax Machines, Copiers, and Printers, Access to CalJOBS, Job Postings, Newspaper Classifieds, and Career Resources.

### BURNEY COMMUNITY EMPLOYMENT CENTER

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Physical Address: 37140 Main Street  
Burney, CA 96013  
Mailing Address: P. O. Box 1289  
Burney, CA 96013

Phone: (530) 335-3300  
Fax: (530) 335-2662  
TTY: (530) 225-2095

**Services:** Public Computers, Public Fax Machines, Copiers, and Printers, Access to CalJOBS, Job Postings, Newspaper Classifieds, and Career Resources.

## REDDING COMMUNITY EMPLOYMENT CENTER

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Address: 1201 Placer Street  
Redding, CA 96001

School Type: Other Education

PIC Phone: (530) 246-7911

Learning Lab Phone: (530) 244-8000

Fax: (530) 244-8006

TTY: (530) 225-2095

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**Accreditation:** Bureau for Post Secondary and Vocational Education

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**Resource Room Services:** Public Computers, Public Fax Machines, Copiers, and Printers, Access to CalJOBS, Job Postings, Newspaper Classifieds, Career Resources, Typing Tutorial, Typing Tests, Veterans Services, and Unemployment Insurance Information Phone Line.

### Training Programs Available:

Adult Education Skill Enhancement  
Business Software Courses  
Computer Fundamentals Course  
Employment Related Workshops  
GED Preparation and Tutoring  
Independent Study Software  
Typing And Data Entry Certification

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## UNITED EDUCATIONAL SERVICES

Address: 942 Merchant Street  
Redding, CA 96002

School Type: Proprietary (Private)  
Business and Technical  
Schools

Phone: (530) 226-6415  
Fax: (530) 223-0161  
Internet/URL: <http://www.unitededucational.com/>  
Email: None Provided

### Accreditation:

Bureau For Private Post Secondary and  
Vocational Education

Services for Students	Yes	No
Financial Aid		✓
Job Placement		✓
Veteran Approved		✓
On Site Child Care		✓
Career Development		✓
Counseling		✓
Open Entry/Open Exit		✓
Distance Learning		✓
English as a Second Language (ESL)		✓

Certificates or Degrees Available	Yes	No
Doctorate Degree		✓
Master Degree		✓
Bachelor Degree		✓
Associate Degree		✓
Certificate	✓	
Diploma		✓

### Training Programs Available:

Real Estate

## Apprenticeship Programs Information

### What is an apprenticeship program?

The apprenticeship program is founded upon practical, on-the-job training and related academic instruction. These programs vary in length from one to five years and are planned to meet the needs of a particular industry or occupation.

### Is an apprenticeship paid or unpaid?

It is an **earn-as-you-learn** program. In addition, you will receive medical insurance, pension credits, vacation pay, an annuity contribution and tuition-free classes. Upon completion of the training program, an apprentice receives a Journeyman's Status Certificate issued by the State of California Department of Industrial Relations, Division of Apprenticeship Standards.

### Where can I get information about apprenticeship programs?

State of California Department of Industrial  
Relations  
Division of Apprenticeship Standards  
2424 Arden Way, Suite 160  
Sacramento, CA 95825  
Phone: (916) 263-2877  
Fax: (916) 263-0981  
On the web at: <http://www.dir.ca.gov/>

### Local Contacts:

#### Carpenters Union Local 1599

900 Locust Street, Room 1  
Redding, CA 96001  
Phone: (530) 241-2022  
Fax: (530) 241-2023  
On the web at: <http://www.carpenter-trng-nca.org/>

#### Shasta/Butte Electrical Industry Joint Apprentice Training Committee

900 Locust Street  
Redding, CA 96001  
Phone: (530) 241-2468  
Fax: (530) 241-0319  
On the web at: <http://www.ibewlocal340.org/>

#### Plumbing, Heating and Cooling Contractors (PHCC)

Shasta Builder's Exchange  
2990 Innsbruck Drive  
Redding, CA 96003 Phone: (530) 221-5556

# Shasta County Training Providers for 2000-2002 Occupations

<p><b>Accountants and Auditors</b> (OES 211140) H &amp; R Block Tax School Shasta College</p>	<p><b>Computer Programmers, including Aides</b> (OES 251051) Between The Lines Career Academy Shasta College</p>
<p><b>Amusement and Recreation Attendants</b> (OES 680140) Shasta College (Casino Management)</p>	<p><b>Construction Managers</b> (OES 150170) Shasta Builder's Exchange Shasta College</p>
<p><b>Automotive Body and Related Repairers</b> (OES 853050) Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>	<p><b>Cooks- Restaurant</b> (OES 650260) Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>
<p><b>Automotive Mechanics</b> (OES 853020) Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>	<p><b>Dental Assistants</b> (OES 660020) Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>
<p><b>Bakers- Bread and Pastry</b> (OES 650210) Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>	<p><b>Dental Hygienists</b> (OES 329080) Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>
<p><b>Bookkeeping, Accounting and Auditing Clerks</b> (OES 553380) Between the Lines Career Academy Computer Learning Center National University, Redding Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>	<p><b>Drafters</b> (OES 225140) Between the Lines Career Academy Shasta College</p>
<p><b>Bus Drivers, School</b> (OES 971110) Shasta College</p>	<p><b>Electricians</b> (OES 872020) Shasta College Shasta-Trinity Regional Occupational Program (ROP) Shasta/Butte Electrical Industry Joint Apprentice Training Committee Shasta Builder's Exchange</p>
<p><b>Carpenters</b> (OES 871020) See "Apprenticeship" Information Shasta Builder's Exchange Shasta College Shasta-Trinity Regional Occupational Program (ROP)</p>	<p><b>Financial Managers</b> (OES 130020) Between the Lines Cascade Small Business Development Center (Non- Profits only) National University Shasta College Simpson College</p>
<p><b>Cashiers</b> (OES 490230) Shasta College</p>	<p><b>First Line Supervisors and Manager /Supervisors- Clerical and Administrative Support Occupations</b> (OES 510020) National University, Redding Shasta College Simpson College</p>
<p><b>Child Care Workers</b> (OES 680380) National University, Redding Shasta Bible College Shasta College Shasta-Trinity Regional Occupational Program (ROP) Simpson College</p>	

# Shasta County Training Providers for 2000-2002 Occupations

<b>Food Preparation Workers</b> <b>(OES 650380)</b> Shasta-Trinity Regional Occupational Program (ROP) Shasta College	<b>Laborers, Landscaping and Groundskeeping</b> <b>(OES 790410)</b> Shasta College Shasta-Trinity Regional Occupational Program (ROP)
<b>Food Service Managers</b> <b>(OES 150261)</b> Shasta-Trinity Regional Occupational Program (ROP) Shasta College	<b>Legal Secretaries</b> <b>(OES 551020)</b> Shasta College
<b>General Managers and Top Executives</b> <b>(OES 190050)</b> Cascade Small Business Development Center (Non-Profits only) National University, Redding Shasta College Simpson College	<b>Licensed Vocational Nurses</b> <b>(OES 325050)</b> Shasta College
<b>General Office Clerks</b> <b>(OES 553470)</b> Career Academy Computer Learning Center Shasta College Shasta-Trinity Regional Occupational Program (ROP) SMART Community Employment Centers	<b>Maintenance Repairers- General</b> <b>(OES 851320)</b> North State Technical Institute (Electrical and Electronic Equipment Training) Shasta College Shasta-Trinity Regional Occupational Program (ROP)
<b>Guards and Watch Guards</b> <b>(OES 630470)</b> Shasta College Shasta-Trinity Regional Occupational Program (ROP)	<b>Medical Assistants</b> <b>(OES 660050)</b> Between the Lines Shasta College Shasta-Trinity Regional Occupational Program
<b>Heating, Air Conditioning and Refrigeration Mechanics and Installers</b> <b>(OES 859020)</b> Plumbing, Heating and Cooling Contractors (PHCC) - Shasta Builder's Exchange Shasta-Trinity Regional Occupational Program (ROP) Shasta College	<b>Nurses Aides</b> <b>(OES 660080)</b> Shasta College Shasta-Trinity Regional Occupational Program
<b>Home Health Aides</b> <b>(OES 660110)</b> Shasta College Shasta-Trinity Regional Occupational Program (ROP)	<b>Paralegal Personnel</b> <b>(OES 283050)</b> Shasta College
<b>Human Services Worker</b> <b>(OES 273080)</b> National University, Redding Shasta College Simpson College	<b>Personnel, Training and Labor Relations Managers</b> <b>(OES 130050)</b> Between the Lines National University, Redding Simpson College (Business Administration) Shasta College
<b>Instructional Aides</b> <b>(OES 315211)</b> Shasta College SMART Community Employment Centers	<b>Physical Therapists</b> <b>(OES 323080)</b> Shasta College
	<b>Receptionists and Information Clerks</b> <b>(OES 553050)</b> Career Academy Shasta College Shasta-Trinity Regional Occupational Program (ROP) SMART Community Employment Centers

# Shasta County Training Providers for 2000-2002 Occupations

<p><b>Registered Nurses</b> (OES 325020)</p> <p>Shasta College</p>	<p><b>Teachers - Preschool</b> (OES 313030)</p> <p>Shasta Bible College Shasta College</p>
<p><b>Residential Counselors</b> (OES 273070)</p> <p>Shasta College Shasta-Trinity Regional Occupational Program (ROP) SMART Community Employment Centers</p>	<p><b>Teachers - Secondary</b> (OES 313080)</p> <p>National University Shasta Bible College Shasta College Simpson College</p>
<p><b>Secretaries, Except Legal and Medical</b> (OES 551080)</p> <p>Between the Lines Career Academy Computer Learning Center New Horizons Computer Learning Center Shasta College Shasta-Trinity Regional Occupational Program SMART Community Employment Centers (Learning Lab)</p>	<p><b>Teachers – Special Education</b> (OES 313110)</p> <p>National University, Redding Shasta Bible College Shasta College Simpson College</p>
<p><b>Social Workers – except Medical and Psychiatric</b> (OES 273050)</p> <p>National University, Redding Shasta College Simpson College</p>	<p><b>Teachers and Instructors, Vocational Education and Training</b> (OES 313140)</p> <p>National University, Redding Shasta Bible College Shasta College Simpson College</p>
<p><b>Social Workers – Medical and Psychiatric</b> (OES 273020)</p> <p>National University, Redding Shasta College Simpson College</p>	<p><b>Truck Drivers – Heavy or Tractor Trailer</b> (OES 971020)</p> <p>American Truck School, LLC</p>
<p><b>Systems Analysts – Electronic Data Processing</b> (OES 251020)</p> <p>Between the Lines Computer Learning Center New Horizons Computer Learning Center Shasta College Shasta-Trinity Regional Occupational Program</p>	<p><b>Vehicle Salesperson – Retail</b> (OES 490111)</p> <p>Shasta-Trinity Regional Occupational Program Shasta College (Retail Sales)</p>
<p><b>Teachers – Elementary</b> (313050)</p> <p>National University, Redding Shasta Bible College Shasta College Simpson College</p>	<p><b>Welders and Cutters</b> (OES 939140)</p> <p>Shasta-Trinity Regional Occupational Program</p>
<p><b>Teachers – Kindergarten</b> (OES 313040)</p> <p>National University, Redding Shasta Bible College Shasta College Simpson College</p>	<p><b>Specific training programs are not available for:</b></p> <p>Assemblers and Fabricators – Except Machine, Electrical and Precision (OES 939560) Hand Packers and Packagers (OES 989020) Hotel Desk Clerk (OES 538080) Loan Officers and Counselors (OES 211080) Maids and Housekeeping Cleaners (OES 670020) Salespersons – Retail (OES 490112) Stock Clerks – Stockroom, Warehouse, Storage Yard (OES 580230) Truck Drivers – Light, Including Delivery and Route Workers (OES 971050)</p>

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# Appendix



# CCOIS Questionnaire



Please return completed questionnaire to:  
 Shasta County Private Industry Council / SMART - Warmington  
 1201 Placer St. Phone (530) 245-1570  
 Redding, CA 96001 Fax (530) 245-1596

## ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

<b>Occupation: 680140 AMUSEMENT AND RECREATION ATTENDANTS</b>		
Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.		
<b>Does your firm employ any individual performing the duties in the occupation described above?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in <b>your county</b> .		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)	
If yes or preferred, how much experience in this occupation is required/preferred?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below:	
Is experience in other occupations accepted?	Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		

# CCOIS Questionnaire

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No (months)																																																														
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred (months)																																																														
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).																																																																
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study																																																																
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.																																																														
<ul style="list-style-type: none"> <li>• New hires, no experience (trained or untrained):</li> <li>• New hires who are experienced:</li> <li>• Experienced employees after 3 years with your firm:</li> </ul> <p style="text-align: center;">(Please check one)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left; padding: 2px;"><u>Base Wage or Salary</u></th> <th style="text-align: left; padding: 2px;"><u>Other Compensation</u></th> <th style="text-align: left; padding: 2px;"><u>Type of Compensation</u></th> </tr> <tr> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;"><input type="checkbox"/> Commission</td> </tr> <tr> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;"><input type="checkbox"/> Tips</td> </tr> <tr> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;">\$ _____</td> <td style="padding: 2px;"><input type="checkbox"/> Bonus</td> </tr> <tr> <td style="padding: 2px;"><input type="checkbox"/> Hour    <input type="checkbox"/> Week</td> <td style="padding: 2px;"><input type="checkbox"/> Hour    <input type="checkbox"/> Week</td> <td style="padding: 2px;"><input type="checkbox"/> Piece Rate</td> </tr> <tr> <td style="padding: 2px;"><input type="checkbox"/> Month    <input type="checkbox"/> Year</td> <td style="padding: 2px;"><input type="checkbox"/> Month    <input type="checkbox"/> Year</td> <td style="padding: 2px;"><input type="checkbox"/> Other</td> </tr> <tr> <td colspan="3" style="padding: 2px;">Specify _____</td> </tr> </table>	<u>Base Wage or Salary</u>	<u>Other Compensation</u>	<u>Type of Compensation</u>	\$ _____	\$ _____	<input type="checkbox"/> Commission	\$ _____	\$ _____	<input type="checkbox"/> Tips	\$ _____	\$ _____	<input type="checkbox"/> Bonus	<input type="checkbox"/> Hour <input type="checkbox"/> Week	<input type="checkbox"/> Hour <input type="checkbox"/> Week	<input type="checkbox"/> Piece Rate	<input type="checkbox"/> Month <input type="checkbox"/> Year	<input type="checkbox"/> Month <input type="checkbox"/> Year	<input type="checkbox"/> Other	Specify _____			<table border="1" style="width: 100%; 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13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="checkbox"/> Yes <input type="checkbox"/> No																																																														
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:																																																																
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left; padding: 2px;"><u>Employer Pays All</u></th> <th style="text-align: left; padding: 2px;"><u>Share Cost</u></th> <th style="text-align: left; padding: 2px;"><u>Employee Pays All</u></th> <th style="text-align: left; padding: 2px;"><u>Not Provided</u></th> </tr> <tr> <td style="text-align: center; padding: 2px;">FT    PT</td> <td style="text-align: center; padding: 2px;">FT    PT</td> <td style="text-align: center; padding: 2px;">FT    PT</td> <td style="text-align: center; padding: 2px;">FT    PT</td> </tr> <tr> <td style="text-align: center; padding: 2px;"><input type="checkbox"/> <input type="checkbox"/></td> <td style="text-align: center; padding: 2px;"><input type="checkbox"/> <input type="checkbox"/></td> <td style="text-align: center; padding: 2px;"><input type="checkbox"/> <input type="checkbox"/></td> <td style="text-align: center; padding: 2px;"><input type="checkbox"/> <input type="checkbox"/></td> </tr> <tr> <td style="text-align: center; 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15. a. Does your firm ever promote employees in this occupation to higher level positions?		<input type="checkbox"/> Yes <input type="checkbox"/> No																																																														
If yes, what are the titles of the positions to which they may be promoted?		_____																																																														
b. What skills are important for career advancement?		_____																																																														
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)																																																																
Specify software names: <input type="checkbox"/> None																																																																
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____																																																																
17. What other new skills are needed to perform the duties of this occupation?																																																																
_____																																																																
18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?																																																																
<table style="width: 100%;"> <tr> <td style="width: 33%;"><input type="checkbox"/> In-house promotions or transfers</td> <td style="width: 33%;"><input type="checkbox"/> Newspaper ads</td> <td style="width: 33%;"><input type="checkbox"/> Internet</td> </tr> <tr> <td><input type="checkbox"/> EDD</td> <td><input type="checkbox"/> Walk-in applicants</td> <td><input type="checkbox"/> Colleges/Universities</td> </tr> <tr> <td><input type="checkbox"/> School/program referrals</td> <td><input type="checkbox"/> Union hall referrals</td> <td><input type="checkbox"/> Employee referrals</td> </tr> <tr> <td><input type="checkbox"/> Private employment agencies</td> <td><input type="checkbox"/> Trade journals</td> <td><input type="checkbox"/> Other (Please specify): _____</td> </tr> </table>				<input type="checkbox"/> In-house promotions or transfers	<input type="checkbox"/> Newspaper ads	<input type="checkbox"/> Internet	<input type="checkbox"/> EDD	<input type="checkbox"/> Walk-in applicants	<input type="checkbox"/> Colleges/Universities	<input type="checkbox"/> School/program referrals	<input type="checkbox"/> Union hall referrals	<input type="checkbox"/> Employee referrals	<input type="checkbox"/> Private employment agencies	<input type="checkbox"/> Trade journals	<input type="checkbox"/> Other (Please specify): _____																																																	
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19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No																																																														
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No																																																														

THANK YOU FOR YOUR COOPERATION !

# Alphabetical List of Surveyed Occupations, 1995-2002

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The following is a complete alphabetical listing of occupations and the year or years that they were surveyed by the California Cooperative Occupational Information System (CCOIS) program in Shasta County.

Occupations that were surveyed in 2000, 2001 and 2002 are available in this 2003 edition of the Occupational Outlook.

Information on occupations surveyed from 1995 to 1999 is available on the Shasta County Private Industry Council's labor market information website at: [www.norcalink.com](http://www.norcalink.com).

Or you may contact:

CCOIS Coordinator  
Shasta County Private Industry Council  
1201 Placer Street  
Redding, California 96001  
Phone: (530) 245-1570  
Fax: (530) 245-1596

---

## A

Accountants and Auditors (1997, 2002)  
Amusement and Recreation Attendants (1999, 2002)  
Assemblers and Fabricators (1995)  
Assemblers and Fabricators – Except Machine, Electrical, Electronic and Precision (2000)  
Assemblers – Electrical and Electronic Equipment (Precision) (1998)  
Automotive Body and Related Repairers (1999, 2002)  
Automotive Mechanics (1997, 2000)

## B

Bakers – Bread and Pastry (1997, 2001)  
Bartenders (1999)  
Bill and Account Collectors (1999)  
Billing, Cost and Rate Clerks (1998)  
Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers (1995, 1998, 2001)  
Bus Drivers – School (2000)

## C

Carpenters (1995, 2002)  
Cashiers (1996, 2000)  
Child Care Workers (1996, 1999, 2002)  
Computer Network Technicians (1998)  
Computer Programmers, including Aides (1996, 2001)  
Construction Managers (2000)  
Cooks – Restaurant (1995, 2001)  
Cooks – Specialty Fast Food (1997)  
Correction Officers and Jailers (1997)  
Cost Estimators (1998)  
Counter and Rental Clerks (1998)  
Customer Service Representatives – Non-Utilities (1995)

## D

Data Entry Keyers (1995)  
Dental Assistants (1996, 1999, 2002)  
Dental Hygienists (1997, 2001)  
Drafters (2002)

## E

Education Administrators (1999)  
Electrical and Electronic Engineers (1996)  
Electricians (1995, 1999, 2002)  
Elementary Teachers (see “Teachers – Elementary”)

## F

Financial Managers (1999, 2002)  
First Line Supervisors and Manager/Supervisors – Clerical and Administrative Support (2000)  
First Line Supervisors and Manager/Supervisors – Sales and Related Occupations (1995, 1998)  
Food Preparation Workers (1997, 2000)  
Food Service Managers (1996, 2001)

## G

Gardeners, Groundskeepers, except Farm (1997)  
General Managers and Top Executives (1999, 2002)  
General Office Clerks (1997, 2000)  
Guards and Watch Guards (1995, 2000)

## H

Hairdressers, Hairstylists and Cosmetologists (1999)  
Hand Packers and Packagers (2001)  
Heating, Air Conditioning and Refrigeration Mechanics and Installers (1995, 1999, 2002)  
Home Health Aides (1999)

# Alphabetical List of Surveyed Occupations, 1995-2002

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Home Health Care Workers (1995)  
Hosts, Hostesses – Restaurant, Lounge or Coffee Shop (1998, 2002)  
Hotel Desk Clerks (2000)  
Human Service Workers (1997, 2001)

## I, J, & K

Instructional Aides (1998, 2001)  
Janitors and Cleaners, except Maids and Housekeeping Cleaners (1998, 2002)  
Kindergarten Teachers (see “Teachers – Kindergarten”)

## L

Laborers, Landscaping and Groundskeeping (2001)  
Legal Secretaries (1996, 1999, 2002)  
Licensed Vocational Nurses (1995, 2000)  
Loan Officers and Counselors (2002)

## M

Machinists (1998)  
Maids and Housekeeping Cleaners (1997, 2000)  
Maintenance Repairers – General Utility (1997, 2001)  
Marketing, Advertising and Public Relations Managers (1997)  
Medical Assistants (1996, 1999, 2002)  
Medical Secretaries (1997)  
Medical Records Technicians (1996)

## N & O

Nurse Aides (1995, 2000)  
Office Managers (1995)  
Order Fillers, Wholesale and Retail Sales (1999)

## P & Q

Paralegal Personnel (1995, 2001)  
Personnel, Training and Labor Relations Managers (1998, 2001)  
Pharmacy Technicians (1997)  
Physical Therapists (2001)  
Physical Therapy Aides (1996)  
Physical Therapy Assistants (1996)  
Preschool Teachers (see “Teachers – Preschool”)

## R

Receptionists and Information Clerks (1996, 1999, 2002)  
Recreation Workers (1998)  
Registered Nurses (1996, 2001)

Residential Counselors (1998, 2001)

## S

Salespersons – Retail, except Vehicles (1996, 2001)  
Sales Agents – Selected Business Services (1996)  
School Bus Drivers (see “Bus Drivers – School”)  
Secondary School Teachers (see “Teachers – Secondary School”)  
Secretaries (1995)  
Secretaries, except Legal and Medical (1998, 2001)  
Secretaries – Legal (see “Legal Secretaries”)  
Secretaries – Medical (see “Medical Secretaries”)  
Social Workers, except Medical and Psychiatric (1998, 2002)  
Social Workers – Medical and Psychiatric (2000)  
Special Education Teachers (see “Teachers – Special Education”)  
Stock Clerks – Sales Floor (1997)  
Stock Clerks – Stockroom, Warehouse, Storage Yard (1999, 2002)  
Surgical Technicians (1998)  
Switchboard Operators (1995)  
Systems Analysts (1995)  
Systems Analysts – Electronic Data Processing (1999)

## T

Teachers – Kindergarten (1997, 2000)  
Teachers – Elementary School (1997, 2001)  
Teachers – Preschool (1997, 2000)  
Teachers – Secondary School (1997, 2001)  
Teachers – Special Education (1996, 2000)  
Teachers – Vocational Education and Training Teachers/Instructors(2002)  
Tellers (1998)  
Traffic, Shipping and Receiving Clerks (1995, 1998)  
Truck Drivers – Heavy or Tractor Trailer (1996, 2000)  
Truck Drivers – Light, including Delivery and Route Workers (1996, 2000)  
Typists (1995)

## U, V, W, X, Y & Z

Vehicle Salespersons – Retail (1999)  
Vocational and Educational Counselors (1998)  
Vocational Education and Training Teachers/Instructors (see “Teachers – Vocational Education and Training”)  
Waiters and Waitresses (1996)  
Welders and Cutters (1996, 2000)

# CCOIS Local Partners List By County

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## **ALAMEDA**

Oakland Private Industry Council  
1212 Broadway, Fl 3  
Oakland, CA 94612  
Phone: (510) 768-4400  
Fax: (510): 451-4049  
Web site: [www.oaklandpic.org](http://www.oaklandpic.org)

## **ALPINE**

See (Golden Sierra Consortium)

## **AMADOR**

See (Mother Lode Consortium)

## **BUTTE**

Private Industry Council of Butte County  
2075 Baldwin Avenue  
Oroville, CA 95966  
Phone: (530) 538-7301  
FAX: (530) 532-7674  
Web site: [www.ncen.org/butte](http://www.ncen.org/butte)

## **CALAVERAS**

See (Mother Lode Consortium)

## **COLUSA**

See (North Central Counties Consortium)

## **CONTRA COSTA**

Workforce Investment Board of Contra  
Costa County  
2425 Bisso Lane, Suite 100  
Concord, CA 94520-4817  
Phone: (925) 646-5239  
FAX: (925) 646-5517  
Web site: [www.ehsd.org](http://www.ehsd.org)

## **DEL NORTE**

See (Northern Rural Training and  
Employment Consortium, NoRTEC)

## **EL DORADO**

See (Golden Sierra Consortium)

## **FRESNO**

Fresno Area Workforce Investment Corp.  
2035 Tulare Street, Suite 203  
Fresno, CA 93721  
Phone: (559) 497-7877  
FAX: (559) 490-7175  
Web site: [www.jobsfresno.com](http://www.jobsfresno.com)

## **GLENN**

See (North Central Counties Consortium)

## **GOLDEN SIERRA CONSORTIUM**

Golden Sierra Job Training Agency  
117 New Mohawk Rd., Suite E  
Nevada City, CA 95959  
Phone: (530) 265-3201  
FAX: (530) 885-5579 – agency  
Web site: [www.goldensierra.com](http://www.goldensierra.com)

## **HUMBOLDT**

Humboldt County Employment Training  
Department  
930 Sixth Street  
Eureka, CA 95501  
Phone: (707) 441-4600  
Fax: (707) 445-6228  
Web site: none

## **IMPERIAL**

Workforce Investment Board of Imperial  
County  
2995 South 4<sup>th</sup> Street, Suite 101  
El Centro, CA 92243  
Phone: (760) 353-5050  
FAX: (760) 482-2996  
Web site: [www.wibic.bizland.com](http://www.wibic.bizland.com)

## **INYO**

See (Kern/ Inyo/ Mono Consortium)

## **KERN**

(Kern/ Inyo/ Mono Consortium)  
Employers' Training Resource  
2001 28th Street  
Bakersfield, CA 93301  
Phone: (661) 336-6849  
FAX: (661) 336-6892  
Web site: none

## **KINGS**

Kings County Job Training Office  
120 North Irwin Street  
Hanford, CA 93230  
Phone: (559) 585-3538  
FAX: (559) 585-7398  
Web site: none

## **LAKE**

See (North Central Counties Consortium)

## **LASSEN**

See (Northern Rural Training and  
Employment Consortium)

## **LOS ANGELES**

City of Long Beach Workforce  
Development Bureau  
110 Pine Avenue, Suite 1100  
Long Beach, CA 90802  
Phone: (562) 570-7730  
FAX: (562) 570-7733  
Web site: [longbeachworkforce.org](http://longbeachworkforce.org)

## **MADERA**

Madera County Private Industry Council  
209 East 7th Street  
Madera, CA 93638  
Phone: (559) 662-4500  
FAX: (559) 673-1794  
Web site: [www.maderacoe.k12.ca.us](http://www.maderacoe.k12.ca.us)

## **MARIN**

See (North Bay Employment Connection)

## **MARIPOSA**

See (Mother Lode Consortium)

## **MENDOCINO**

Mendocino Private Industry Council  
631 South Orchard Ave.  
Ukiah, CA 95482  
Phone: (707) 467-5900  
FAX: (707) 467-5901  
Web site: [www.mpic.org](http://www.mpic.org)

## **MERCED**

Merced County Private Industry Training  
Department  
1880 West Wardrobe Avenue  
Merced, CA 95340  
Phone: (209) 385-7324, x2003  
FAX: (209) 725-3592  
Web site: [www.co.merced.ca.us/pitd](http://www.co.merced.ca.us/pitd)

## **MODOC**

See (Northern Rural Training and  
Employment Consortium)

## **MONO**

See (Kern/Inyo/Mono Consortium)

## **MONTEREY BAY (Monterey, San Benito, Santa Cruz)**

Monterey County Workforce Investment  
Board  
730 LaGuardia Street  
Salinas, CA 93902  
Phone: (831) 759-6644  
FAX: (831) 755-3246  
Web site: [www.co.monterey.ca.us](http://www.co.monterey.ca.us)

## **MOTHER LODGE CONSORTIUM**

Mother Lode Job Training  
19900 Cedar Road North  
Sonoma, CA 95370  
Phone: (209) 533-3396  
FAX: (209) 533-1079  
Web site: [www.jobconnect.org](http://www.jobconnect.org)

## **NAPA**

See (North Bay Employment Connection)

## **NEVADA**

See (Golden Sierra Consortium)

## **NORTH BAY EMPLOYMENT CONNECTION (NBEC)**

North Bay Employment Connection  
1700 Second Street, Suite 378  
Napa, CA 94559  
Phone: (707) 259-8764  
FAX: (707) 259-8681  
Web site: [www.northbayemployment.org](http://www.northbayemployment.org)

## **NORTH CENTRAL COUNTIES CONSORTIUM (NCCC)**

North Central Counties Consortium  
1215 Plumas Street, Suite 1800  
Yuba City, CA 95991  
Phone: (530) 822-7145  
FAX: (530) 892-9044  
Web site: [www.nccpic.org](http://www.nccpic.org)

# CCOIS Local Partners List By County

## **NORTHERN RURAL TRAINING AND EMPLOYMENT CONSORTIUM (NoRTEC)**

Private Industry Council of Butte County  
2075 Baldwin Avenue  
Oroville, CA 95966  
Phone: (530) 538-7301  
FAX: (530) 532-7674  
Web site: [www.ncen.org/butte](http://www.ncen.org/butte)

## **ORANGE**

County of Orange Workforce Investment Board  
1300 South Grand, Bldg. B, Third Floor  
Santa Ana, CA 92705  
Phone: (714) 567-7370  
FAX: (714) 834-7132  
Web site: [www.oc.ca.gov](http://www.oc.ca.gov)

## **PLACER**

See (Golden Sierra Consortium)

## **PLUMAS**

See (Northern Rural Training and Employment Consortium)

## **RIVERSIDE**

Riverside Economic Development Agency  
1151 Spruce Street  
Riverside, CA 92507  
Phone: (909) 955-3100  
FAX: (909) 955-3131  
Web site: [www.rivcoeda.org](http://www.rivcoeda.org)

## **SACRAMENTO (Sacramento/ Yolo Joint Project)**

Sacramento Employment & Training Agency  
1122 Del Paso Blvd.  
Sacramento, CA 95815  
Phone: (916) 263-3700  
FAX: (916) 263-5427  
Web site: [www.seta.net](http://www.seta.net)

## **SAN BENITO**

See (Monterey County)

## **SAN BERNARDINO**

County of San Bernardino  
Jobs and Employment Services  
1075 S. Mount Vernon Avenue  
Colton, CA 92324  
Phone: (909) 872-1506  
FAX: (909) 872-1578  
Web site: [www.jesd.com](http://www.jesd.com)

## **SAN DIEGO**

San Diego Workforce Partnership, Inc.  
1551 4th Avenue, Suite 600  
San Diego, CA 92101  
Phone: (619) 238-1445  
FAX: (619) 544-9691  
Web site: [www.workforce.org](http://www.workforce.org)

## **SAN FRANCISCO**

Private Industry Council of San Francisco  
1650 Mission Street, Suite 300  
San Francisco, CA 94103-2490  
Phone: (415) 431-8700  
FAX: (415) 431-8702  
Web site: [www.picsf.org](http://www.picsf.org)

## **SAN JOAQUIN**

San Joaquin Employment and Economic Development Department  
850 North Hunter Street  
Stockton, CA 95202  
Phone: (209) 468-3500  
FAX: (209) 462-9336  
Web site: none

## **SAN LUIS OBISPO**

San Luis Obispo Private Industry Council  
4111 Broad Street, Suite A  
San Luis Obispo, CA 93401  
Phone: (805) 788-2601  
FAX: (805) 541-4117  
Web site: [www.jobhunt.org](http://www.jobhunt.org)

## **SAN MATEO**

Sunnyvale NOVA Private Industry Council  
505 W. Olive Avenue, Suite 550  
Sunnyvale, CA 94086  
Phone: (408) 730-7232  
FAX: (408) 773-9054  
Web site: [www.novapic.org/](http://www.novapic.org/)

## **SANTA BARBARA**

Co. of Santa Barbara, Department of Social Services  
234 Camino del Remedio  
Santa Barbara, CA 93110  
Phone: (805) 681-4650  
FAX: (805) 614-1529  
Web site: [www.jobviewer.com](http://www.jobviewer.com)

## **SANTA CLARA**

Sunnyvale NOVA Private Industry Council  
505 W. Olive Avenue, Suite 550  
Sunnyvale, CA 95086  
Phone: (408) 730-7232  
FAX: (408) 773-9054  
Web site: [www.novapic.org/](http://www.novapic.org/)

## **SANTA CRUZ**

See (Monterey County)

## **SHASTA**

Shasta County Private Industry Council  
1220 Sacramento Street  
Redding, CA 96001  
Phone: (530) 246-7911  
FAX: (530) 245-1596  
Web site: [www.norcalink.com](http://www.norcalink.com)

## **SIERRA**

See (Golden Sierra Consortium)

## **SISKIYOU**

See (Northern Rural Training and Employment Consortium)

## **SOLANO**

See (North Bay Employment Connection)

## **SONOMA**

See (North Bay Employment Connection)

## **STANISLAUS**

Stanislaus County Dept. of Education and Training  
P. O. Box 3389  
Modesto, CA 95353-3389  
Phone: (209) 558-2110  
FAX: (209) 558-2164  
Web site: [www.standet.org](http://www.standet.org)

## **SUTTER**

See (North Central Counties Consortium)

## **TEHAMA**

See (Northern Rural Training and Employment Consortium)

## **TRINITY**

See (Northern Rural Training and Employment Consortium)

## **TULARE**

Tulare County Workforce Investment Dept.  
4025 West Noble Avenue, Suite A  
Visalia, CA 93277  
Phone: (559) 713-5200  
FAX: (559) 713-5264  
Web site: [www.tcpic.org/](http://www.tcpic.org/)

## **TUOLUMNE**

See (Mother Lode Consortium)

## **VENTURA**

County of Ventura Workforce Development Division  
505 Poli Street  
Ventura, CA 93001  
Phone: (805) 652-7601  
FAX: (805) 652-7842  
Web site: [www.ventura.org/](http://www.ventura.org/)

## **YOLO**

See (Sacramento/Yolo Joint Project)

## **YUBA**

See (North Central Counties Consortium)

# At A Glance: Occupational Wage Table

The following table shows the three level wage ranges data as reported in the occupational summaries for 2000, 2001 and 2002. For median wage data and more complete information, please consult the specific occupation.

Page	Occupational Title	Year	Non-Union, Union, or All	Entry –Level With No Experience	New to Firm With Some Experience	Three or More Years Of Experience With the Firm
14	Accountants and Auditors	2002	All:	\$8.15-\$19.18	\$12.00-\$20.79	\$11.00-\$28.77
16	Amusement and Recreation Attendants	2002	All:	\$6.75-\$7.00	\$6.75-\$8.00	\$6.75-\$10.00
18	Assemblers and Fabricators except Machine	2000	All:	\$5.75-\$7.28	\$6.00-\$9.00	\$7.00-\$12.00
20	Automotive Body and Related Repairers	2002	All:	\$6.75-\$8.50	\$8.00-\$18.00	\$10.00-\$25.00
22	Automotive Mechanics	2000	All:	\$6.00-\$8.75	\$6.50-\$20.00	\$7.75-\$20.00
24	Bakers - Bread and Pastry	2001	All:	\$6.25-\$9.25	\$6.25-\$9.50	\$7.50-\$13.50
26	Bookkeeping, Accounting and Auditing Clerks	2001	All:	\$6.25-\$9.25	\$7.00-\$13.69	\$8.00-\$16.00
28	Bus Drivers – School	2000	Non-union:	\$8.91-\$10.88	\$9.21-\$11.37	\$9.21-\$13.70
			Union:	\$9.73-\$9.73	\$10.22-\$10.89	\$10.69-\$13.02
30	Carpenters	2002	Non-union:	\$8.00-\$12.67	\$9.00-\$16.00	\$11.00-\$25.00
			Union:	\$22.10-\$22.10	\$13.61-\$27.43	\$17.38-\$27.43
32	Cashiers	2000	All:	\$5.75-\$8.25	\$5.75-\$8.00	\$6.00-\$9.00
34	Child Care Workers	2002	Non-union:	\$6.75-\$8.55	\$7.00-\$8.98	\$7.25-\$10.00
			Union:	\$8.63-\$8.63	\$8.19-\$9.80	\$9.02-\$10.83
36	Computer Programmers incl. Aides	2001	All:	\$6.75-\$13.90	\$10.00-\$16.78	\$12.00- \$23.97
38	Construction Managers	2000	All:	N/A	\$12.00-\$31.64	\$17.50-\$41.00
40	Cooks– Restaurant	2001	All:	\$6.25-\$8.50	\$7.00-\$8.00	\$8.00-\$11.50
42	Dental Assistants	2002	All:	\$7.00-\$8.00	\$8.00-\$13.00	\$10.00-\$15.00
44	Dental Hygienists	2001	All:	\$18.75-\$32.50	\$18.75-\$37.50	\$18.75- \$43.75
46	Drafters	2002	All:	\$6.75-\$20.00	\$8.00-\$21.00	\$11.00- \$21.00
48	Electricians	2002	All:	N/A	\$9.00-\$18.00	\$13.00-\$22.86

## At A Glance: Occupational Wage Table

Page	Occupational Title	Year	Non-Union, Union, or All	Entry –Level With No Experience	New to Firm With Some Experience	Three or More Years Of Experience With the Firm
50	Financial Managers	2002	All:	N/A	\$12.00-\$25.20	\$14.00-\$24.93
52	First Line Supervisors/Managers- Clerical and Admin. Support Occ.	2000	All:	\$8.00 - \$21.67	\$6.50 - \$21.67	\$9.00 - \$24.16
54	Food Preparation Workers	2000	All:	\$5.75 - \$8.05	\$5.75 - \$8.68	\$6.00 - \$10.00
56	Food Service Managers	2001	All:	\$6.75- \$11.51	\$6.25 - \$12.79	\$7.00 - \$15.00
58	General Managers and Top Executives	2002	All:	\$8.63- \$17.26	\$10.55 - \$33.00	\$12.27 - \$35.00
60	General Office Clerks	2000	All:	\$6.00 - \$9.00	\$5.75 - \$10.64	\$7.00 - \$12.66
62	Guards and Watch Guards	2000	All:	\$5.75 - \$8.00	\$6.00 - \$11.73	\$6.00 - \$12.48
64	Hand Packers and Packagers	2001	All:	\$6.25 - \$7.79	\$6.25 - \$10.25	\$6.25 - \$12.83
66	Heating, Air Conditioning, and Refrigeration Mechanics	2002	All:	\$7.00 - \$10.00	\$8.00 - \$16.54	\$13.00 - \$21.00
68	Hosts, Hostesses- Restaurant, Coffee Shops, Lounges	2002	All:	\$6.75 - \$7.50	\$6.75 - \$7.50	\$6.75 - \$8.50
70	Hotel Desk Clerks	2000	All:	\$5.75 - \$7.25	\$5.75 - \$7.50	\$6.25 - \$8.50
72	Human Service Workers	2001	All:	\$6.25 - \$14.45	\$6.50 - \$15.83	\$8.00 - \$19.10
74	Instructional Aides	2001	Non-union:	\$6.25 - \$9.00	\$6.50 - \$10.00	\$7.00 - \$11.00
			Union:	\$7.20 - \$9.01	\$7.94 - \$10.00	\$7.94 - \$13.11
76	Janitors and Cleaners- except Maids	2002	Non-union:	\$6.75 - \$7.50	\$6.75 - \$9.00	\$7.00 - \$10.00
			Union:	\$9.52 - \$9.99	\$10.08 - \$11.48	\$11.00 - \$12.69
78	Laborers, Landscaping and Groundskeeping	2002	Non-union:	\$6.25 - \$8.00	\$7.00 - \$9.00	\$8.00 - \$10.42
			Union:	\$8.83 - \$8.83	\$11.00 - \$11.54	\$11.87 - \$15.00
80	Legal Secretaries	2002	All:	\$6.90 - \$11.51	\$8.00-\$15.45	\$9.50- \$17.26
82	Licensed Vocational Nurses	2000	All:	\$9.58 - \$14.52	\$9.50-\$14.52	\$10.00- \$16.00
84	Loan Officers and Counselors	2002	All:	\$8.50 - \$14.38	\$8.30 - \$23.01	\$8.59 - \$37.40



# At A Glance: Occupational Wage Table

The following table shows the three level wage ranges data as reported in the occupational summaries for 2000, 2001 and 2002. For median wage data and more complete information, please consult the specific occupation.

Page	Occupational Title	Year	Non-Union, Union, or All	Entry -Level With No Experience	New to Firm With Some Experience	Three or More Years Of Experience With the Firm
86	Maids and Housekeeping Cleaners	2000	All:	\$5.75 - \$7.42	\$5.75 - \$7.42	\$6.00 - \$8.50
88	Maintenance Repairers – General Utility	2001	Non-union:	\$6.25 - \$10.30	\$6.25 - \$10.70	\$7.00 - \$19.18
			Union:	N/A	\$11.28-\$19.18	\$11.28-\$19.18
90	Medical Assistants	2002	All:	\$8.00 - \$10.00	\$8.00 - \$12.00	\$9.21 - \$14.00
92	Nurse Aides	2000	All:	\$6.00 - \$7.70	\$6.00 - \$8.00	\$7.00 - \$9.50
94	Paralegal Personnel	2001	All:	\$7.00- \$9.52	\$8.00 - \$20.00	\$9.00 - \$25.00
96	Personnel, Labor Relations Managers	2001	All:	N/A	\$10.36 -\$22.60	\$10.36 -\$35.96
98	Physical Therapists	2001	All:	\$20.00 -\$23.00	\$20.00 -\$49.00	\$23.32 -\$49.00
100	Receptionists and Info Clerks	2002	All:	\$6.75 - \$8.92	\$7.00 - \$11.14	\$7.48 - \$13.00
102	Registered Nurses	2001	Non-union:	\$17.00-\$17.75	\$14.35-\$24.50	\$16.13-\$27.34
			Union:	\$18.34-\$18.34	\$18.07-\$21.00	\$21.09-\$23.72
104	Residential Counselors	2001	All:	\$6.25 - \$7.65	\$6.25 - \$10.07	\$6.25 - \$12.00
106	Salespersons – Retail (except Vehicle Sales)	2001	All:	\$6.25 - \$8.00	\$6.25 - \$10.00	\$7.20 - \$12.00
108	Secretaries, except Legal / Medical	2001	All:	\$6.25 - \$11.37	\$6.25 - \$11.91	\$8.25 - \$15.00
110	Social Workers, except Medical and Psychiatric	2002	All:	\$12.03-\$19.56	\$6.75 - \$25.00	\$8.55 - \$34.52
112	Social Workers, Medical and Psychiatric	2000	All:	\$5.75 - \$15.00	\$5.75 - \$24.00	\$7.50 - \$27.00
114	Stock Clerks – Stockroom, Warehouse	2002	All:	\$6.75 - \$9.00	\$6.75 - \$10.00	\$7.75 - \$16.00
116	Teachers, Elementary	2001	Non-union:	\$7.19-\$10.07	\$6.58- \$18.63	\$7.19 - \$11.99
			Union:	\$16.30- \$20.39	\$16.30-\$18.63	\$16.30- \$23.84
118	Teachers, Kindergarten	2000	Non-union:	\$6.71 - \$20.14	\$6.71 - \$25.00	\$7.19 - \$30.00
			Union:	\$13.52 -\$17.53	\$13.52 -\$17.54	\$14.00- \$24.93
120	Teachers, Preschool	2000	All:	\$5.75-\$ 6.00	\$6.00-\$10.12	\$6.25-\$13.61

## At A Glance: Occupational Wage Table

Page	Occupational Title	Year	Non-Union, Union, or All	Entry -Level With No Experience	New to Firm With Some Experience	Three or More Years Of Experience With the Firm
122	Teachers, Secondary	2001	Non-union:	\$7.25-\$ 9.86	\$8.00-\$20.82	\$8.63-\$20.82
			Union:	\$15.96-\$18.63	\$17.62-\$22.00	\$18.66-\$28.15
124	Teachers, Special Education	2000	Union:	\$12.44-\$21.55	\$11.00-\$21.55	\$14.00-\$24.93
126	Teachers, Vocational Education and Training	2002	All:	\$7.00-\$ 12.00	\$7.75-\$22.37	\$9.00-\$31.25
128	Truck Drivers, Heavy or Tractor Trailer	2000	All:	\$6.90-\$11.50	\$7.48-\$17.74	\$9.21-\$20.13
130	Truck Drivers, Light	2000	All:	\$5.75 - \$11.99	\$5.75 - \$20.14	\$5.75 - \$25.89
132	Welders and Cutters	2000	Union:	N/A	\$16.00-\$28.43	\$18.00-\$28.43

# At A Glance: Projections of Occupational Growth

Page	Occupational Title	Year	Annual Averages		Absolute Change	Percent Change	Openings Due to Separations
			1999	2006			
14	Accountants and Auditors	2002	260	290	30	11.5	30
16	Amusement/Recreation Attendants	2002	360	590	230	63.9	70
18	Assemblers/Fabricators except Machine	2000	200	360	160	80	30
20	Automotive Body and Related Repairers	2002	110	120	10	9.1	20
22	Automotive Mechanics	2000	480	540	60	12.5	90
24	Bakers - Bread and Pastry	2001	130	140	10	7.7	30
26	Bookkeeping, Accounting & Auditing Clerks	2001	1,210	1,240	30	2.5	160
28	Bus Drivers – School	2000	260	300	40	15.4	30
30	Carpenters	2002	240	280	40	16.7	50
32	Cashiers	2000	1,700	1,950	250	14.7	580
34	Child Care Workers	2002	420	500	80	19	30
36	Computer Programmers including Aides	2001	110	140	30	27.3	30
38	Construction Managers	2000	170	200	30	17.6	20
40	Cooks– Restaurant	2001	350	380	30	8.6	70
42	Dental Assistants	2002	260	280	20	7.7	30
44	Dental Hygienists	2001	80	90	10	12.5	10
46	Drafters	2002	80	100	20	25	20
48	Electricians	2002	330	370	40	12.1	50
50	Financial Managers	2002	290	320	30	10.3	30
52	First Line Supervisors/Managers - Clerical	2000	790	870	80	10.1	130
54	Food Preparation Workers	2000	660	710	50	7.6	270
56	Food Service Managers	2001	130	150	20	15.4	20
58	General Managers and Top Executives	2002	1,440	1,610	170	11.8	180
60	General Office Clerks	2000	1,200	1,390	190	15.8	250
62	Guards and Watch Guards	2000	330	390	60	18.2	60
64	Hand Packers and Packers	2001	200	230	30	15	40
66	Heating, A/C, and Refrigeration Mechanics	2002	90	100	10	11.1	10
68	Hosts, Hostesses- Restaurant, Coffee Shops,...	2002	150	170	20	13.3	40
70	Hotel Desk Clerks	2000	80	90	10	12.5	30
72	Human Service Workers	2001	160	240	80	50	40
74	Instructional Aides	2001	700	750	50	7.1	60
76	Janitors and Cleaners- except Maids	2002	840	950	110	13.1	140
78	Laborers, Landscaping and Groundskeeping	2001	580	630	70	12.5	130
80	Legal Secretaries	2002	130	130	0	0	20

## At A Glance: Projections of Occupational Growth

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Page	Occupational Title	Year	Annual Averages		Absolute Change	Percent Change	Openings Due to Separations
			1999	2006			
82	Licensed Vocational Nurses	2000	280	280	0	0	40
84	Loan Officers and Counselors	2002	100	120	20	20	20
86	Maids and Housekeeping Cleaners	2000	580	650	70	12.1	80
88	Maintenance Repairers – General Utility	2001	690	730	40	5.8	110
90	Medical Assistants	2002	210	240	30	14.3	40
92	Nurse Aides	2000	730	800	70	9.6	70
94	Paralegal Personnel	2001	80	110	30	37.5	10
96	Personnel, Labor Relations Managers	2001	70	80	10	14.3	10
98	Physical Therapists	2001	120	130	10	8.3	10
100	Receptionists and Info Clerks	2002	750	820	70	9.3	110
102	Registered Nurses	2001	1,190	1,280	90	7.6	140
104	Residential Counselors	2001	180	210	30	16.7	30
106	Salespersons – Retail (except Vehicle Sales)	2001	1,790	2,130	340	19	470
108	Secretaries, except Legal / Medical	2001	1,140	1,180	40	3.5	130
110	Social Workers, except Medical and Psychiatric	2002	270	340	70	25.9	30
112	Social Workers, Medical and Psychiatric	2000	80	90	10	12.5	10
114	Stock Clerks – Stockroom, Warehouse	2002	310	350	40	12.9	40
116	Teachers, Elementary	2001	1040	1110	70	6.7	170
118	Teachers, Kindergarten	2000	110	130	20	18.2	20
120	Teachers, Preschool	2000	180	220	40	22.2	30
122	Teachers, Secondary	2001	520	640	120	23.1	130
124	Teachers, Special Education	2000	210	270	60	28.6	10
126	Teachers, Vocational Education and Training	2002	190	210	20	10.5	20
128	Truck Drivers, Heavy or Tractor Trailer	2000	1290	1440	150	11.6	140
130	Truck Drivers, Light	2000	870	980	110	12.6	90
132	Welders and Cutters	2000	130	170	40	30.8	30

Updated for 2003

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